

Involved Tenants

What you need to know



Information and guidance for tenants and leaseholders joining a panel

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Introduction

At Harrogate Borough Council we know how important it is that tenants and leaseholders are involved with decisions about the housing services we offer and how they can be improved. After all, it's you receiving those services so you're in the best place to let us know what's good and works fine but also to point out what needs to change!

There are lots of ways you can get more involved with our work regardless of how much or how little time you are able to give (see page 24 for more information). But for those who are able to make a regular commitment, joining one of our 'standing' panels is a great way to have your say. Panel meetings are normally held at the Harrogate Civic Centre and take place at least once every 3 months. Members of each panel monitor performance in a particular service area – as well as reviewing policy and discussing future priorities.

This pack provides information for prospective and existing panel members. It includes an explanation of what the role entails and what the different panels do, as well as what you can expect from the council when you become a panel member - and what we ask from you.

If you have any questions about the pack or need more information please contact David Allford, Tenant Involvement Officer, on 01423 500600 ext 58411 or email HousingEnquiries@harrogate.gov.uk



The role of the Involved Tenant

Tenants who become members of standing panels¹ are known as 'Involved Tenants'. The voluntary role has a number of elements:

- To attend relevant panel meetings.
- To read all paperwork / other information in advance of, and between, meetings.
- To be willing to express their own personal views on issues discussed at meetings.
- To be ready to question and challenge particularly where they feel performance could be improved or services could be developed to better meet the needs of the wider tenant base.
- To engage in discussions regarding local and national policy issues and participate in the preparation of responses to formal consultations.
- To bring to panel meetings issues of interest or relevance to a number of tenants or to the wider community in which they live.
- To signpost other tenants to appropriate departments in response to any individual queries they receive.
- To attend conferences and training where these are relevant to the role and report back to other involved tenants.
- To acknowledge emails and other communications so staff and other tenant representatives know these have been received.
- At all times to adhere to the terms of the code of conduct for panel members and the provisions of the tenants' charter.

For clarity, the role does not require Involved Tenants to actively canvas the views of other tenants in their area.

¹ Standing panels are currently the following: Housing and Property Services Panel; Neighbourhood Services and Housing Needs Panel; All Panels' Group; Newsletter Editorial Panel and Tenants' Scrutiny Group

The Involved Tenants' charter

This charter has been drawn up in partnership with members of the All Panels' Tenant Involvement Group to make clear to both new and existing involved tenants what support they should expect from the council and, in turn, what the council asks of them.

As an involved tenant, what can I expect from Harrogate Borough Council?

1. When I first start

The council will provide me with:

- an INDUCTION so I can go to panel meetings as a guest to see what I think, meet other involved tenants to hear how they find involvement and have a meeting at the Civic Centre with the Tenant Involvement Officer to chat about anything I want to know or am not sure about;
- a clear ROLE DESCRIPTION to help me understand what the purpose of my work would be and the main things I'd be doing when working with the council;
- a copy of the involved tenants' EXPENSES POLICY – so I know what I can claim for and that I won't be out of pocket – the tenant involvement officer will help me make my claim and answer any queries I have;
- TERMS OF REFERENCE for those panels of which I'm going to be a member – so I know exactly what aspect of the housing service the panel covers and how it all works;
- a copy of the involved tenant 'CODE OF CONDUCT' – so I know how all involved tenants are expected to conduct themselves;
- a schedule of PANEL DATES for the calendar year – so I know when panels are taking place;
- a STRUCTURE DIAGRAM so I can see which are the main departments in the housing and property services team.

2. Information about Me

- As with all tenants, the council will only keep the MINIMUM PERSONAL DATA about me and that will only be kept as long as it's needed.
- MY CONTACT DETAILS will only be shared with other involved tenants if I give my written consent.

3. Keeping in touch, maintaining transparency and providing me with information

- I'll receive REGULAR COMMUNICATIONS from the Tenant Involvement Officer and I can choose how I receive these – by email, by post or some other format.
- I'll receive AGENDAS and any reports or papers for meetings at least 7 working days before the meeting is going to take place.
- I'll be encouraged to ASK QUESTIONS in advance or at a meeting and I can expect to be treated with respect and honesty at all times.
- I'll receive DRAFT MINUTES within 15 working days after the meeting has taken place.
- I'll receive copies of OTHER REPORTS, discussion documents and draft policies and I'll be invited to give my views.
- I'll receive a quarterly summary of the TENANT INVOLVEMENT BUDGET so I know how money is being spent.

4. Other ways of being involved

- I'll be told about all the PANELS and I'll hear about vacancies and be invited to attend meetings of the tenants' open forum.
- For info I will receive MINUTES AND PAPERS for panels of which I'm not a member.
- I can join the involved tenants' FACEBOOK PAGE by searching for 'HBC Tenants' and asking to join.
- The editorial panel will ask me for my ideas of issues to be covered in 'TENANTS' NEWS' and I'll have the opportunity to join the panel if I wish.
- If I join the group which works on the council's HOUSING ANNUAL REPORT I'll be asked what should go into this and help write the content and agree the design.
- I'll have the opportunity to participate in scrutiny exercises.

5. Developing and training me in the role

- I'll be invited to attend CONFERENCES AND TRAINING where these are relevant to my role and the council will pay my costs for attending these.
- I will have an opportunity to attend meetings of other standing panels to see whether these would be of interest to me.
- Once a year I'll have an APPRAISAL with the Tenant Involvement Officer when I can talk about how things are going and also discuss training needs I feel I have.

6. When I've got a query or things go wrong

- I can phone or email the TENANT INVOLVEMENT OFFICER when I have a query about involvement or need some information and they will let me know if they're going to be away from the office for more than a few days.
- I can speak directly to other staff who attend panel meetings if I want to follow up an issue which can't wait until the next meeting.

What does the council expect from me?

I'll be asked to:

- 1.** Sign and adhere to all aspects of the involved tenants' CODE OF CONDUCT.
- 2.** Never disclose CONFIDENTIAL INFORMATION I'm given in my involved tenant role.
- 3.** Meet the terms of my ROLE DESCRIPTION.
- 4.** READ THROUGH ALL MY PAPERS before coming to a meeting so I'm ready to give my views.
- 5.** Raise any substantive questions relevant to a panel in advance of the meeting so staff can prepare a full response.
- 6.** ACKNOWLEDGE emails and communications so staff know I've received them.
- 7.** Be ready to REPORT BACK to other involved tenants after I've attended a conference or other training.
- 8.** To use the normal routes of communication available for all tenants when I need to report repairs or other issues relating to my home, raise complaints etc., and not to use my position as involved tenant to pursue personal issues.
- 9.** Always feel able to say how I think THINGS COULD BE IMPROVED and encourage others to get involved.

The Involved Tenants' code of conduct for panel members

Background

Harrogate Borough Council recognises the important contribution that tenants and leaseholders can make to the design and delivery of our services. To facilitate this we will provide a range of ways in which tenants and leaseholders can become actively involved in our work.

Tenants and leaseholders who become members of standing panels are required to sign this Code of Conduct. The Code sets out the personal attitudes and behaviours which panel members are required to observe and must be signed on an annual basis; signed copies will be retained by the Tenant Involvement team.

The Code contains the following sections:

1. General conduct
2. Confidentiality/Data Protection
3. Conflicts and declarations of interest / political affiliations
4. Equality and diversity
5. Use and care of equipment provided

In signing this document I agree at all times and during my involvement work to:

1. General conduct

- 1.1 Be honest and open.
- 1.2 Be courteous and respectful to other tenants, leaseholders, staff and councillors.
- 1.3 Not try to influence outcomes of discussions with threats, bribes or inducements or behave in any abusive way to other tenants, leaseholders, staff and councillors.
- 1.4 Be positive and actively demonstrate my interest and passion for achieving service excellence.
- 1.5 Avoid becoming personally involved in issues which arise or make unfounded allegations/repeat rumours and hearsay.
- 1.6 Always take a wide view of service delivery issues and the interests of all tenants and leaseholders.

- 1.7 Not to use panel meetings and other involvement structures to advance personal issues and concerns (eg relating to informal or formal complaints or grievances about their own home or community).
- 1.8 Be willing to provide accurate feedback when asked to do so.
- 1.9 Follow meeting rules and adhere to required procedures and policies as they apply to individual meeting venues.
- 1.10 Act in accordance with Harrogate Borough Council's health and safety guidelines and avoid smoking in all public locations.
- 1.11 Arrive at meetings ready to concentrate and never to attend when under the influence of alcohol or illegal drugs.
- 1.12 Attend any training which Harrogate Borough Council requires me to complete in order to fulfil my role as a panel member.

2. Confidentiality/Data Protection

- 2.1 Always comply with the provisions of the Data Protection Act 1998 and any other relevant legislation enacted from time to time and ensure the safeguarding of personal, sensitive and confidential information.
- 2.2 Never disclose confidential information without the consent of a person authorised to give it – unless I am legally required to do so.
- 2.3 Never prevent others from accessing information to which they are legally entitled.
- 2.4 Never divulge any other sensitive information to people, parties or social media sites in any circumstances during or outside any meeting.
- 2.5 Only hold personal information where this directly relates to my area of responsibility and only where this has been provided directly by another tenant or as a result of a request to the Harrogate Borough Council information officer for the purposes of scrutiny work.
- 2.6 Destroy all personal information once the issue to which it relates has been dealt with.
- 2.7 Only use the agreed formal request process when information is sought from Harrogate Borough Council.

NB. All tenant and leaseholder panel members must be aware that knowingly sourcing, supplying and retaining any material in any format² relating to an individual where that individual can be readily identified and without the written and or express knowledge and consent of any persons appearing in that material – or whose details of any kind are attached to or related to the material - is strictly forbidden.

² This includes written, pictorial, audio, electronic or any other form of multimedia

3. Conflicts and declarations of interest

- 3.1 Not use my involvement activities for any form of personal gain.
- 3.2 Complete an annual declaration of interests form on which I will specify any financial or other interests relevant to my work with Harrogate Borough Council.
- 3.3 Confidentially disclose to the tenant involvement officer any criminal convictions.
- 3.4 During my involvement work not to seek to represent or promote a political party, policy or position.

4. Equality and diversity

- 4.1 Always treat other tenants, staff, councillors and meeting guests as I myself would wish to be treated and with dignity and respect.
- 4.2 Not in any way discriminate against other people on the basis of their age, disability, gender, gender reassignment, pregnancy and maternity, race, religion and belief, sexual orientation, marriage and civil partnerships.
- 4.3 Respect other differences including a person's responsibility for dependants, unrelated criminal activities or any other personal circumstances or attributes.
- 4.4 Not make any personal comments about any other tenant, staff member, councillor or guest which would bring the character of that person in to disrepute.

5. Use and care of equipment provided

- 5.1 To only use any equipment provided by Harrogate Borough Council for the purpose for which it was originally intended.
- 5.2 To take all reasonable care of equipment provided and notify the Tenant Involvement team immediately of any equipment loss or damage.
- 5.3 Return equipment to Harrogate Borough Council as soon as requested to do so.

Declaration

I have read and understood this code of conduct and agree to abide with its provisions.

Signed _____

Print name _____

Date _____

Failure to comply with any part of this code of conduct could result in your suspension or termination as a Harrogate Borough Council Tenant / Leaseholder Panel member. In the case of regulations relating to confidentiality and data protection, failure to adhere to agreed procedures could lead to possible court action by the parties involved as well as government sanctions and fines against both the council and the individual.

Breaches of this code of conduct will be dealt with through an agreed process and as defined in the document 'Breaches of Tenant and Leaseholder Involvement Code of Conduct 2018'

Please return this form to:

David Allford, Tenant Involvement Officer email: HousingEnquiries@harrogate.gov.uk

Harrogate Borough Council | PO Box 787 | Harrogate | HG1 9RW

01423 500600 www.harrogate.gov.uk

I have received this copy of the code of conduct signed by the above panel member. An electronic copy of the signed document will be held securely and in accordance with rules on data protection. A copy of the signed Code of Conduct will be emailed or posted to the panel member for their retention.

Signed _____ David Allford, Harrogate Borough Council

Date _____

Data Protection – We will treat your personal details as private and confidential, and safeguard them. We will not disclose these details to anyone unconnected with the council unless you have consented to their release, or when:

- we are legally obliged to do so;
- disclosure is necessary for the proper discharge of our statutory functions;
- disclosure is necessary to enable us to provide you with a requested service, or deal with your enquiry;
- we are under a duty to protect public funds.

We may use the information you have provided for the prevention and detection of fraud. We may also share this information with other bodies responsible for public funds or for auditing them for these purposes.

For more information on privacy and how we use your data please take a look at our privacy notice at www.harrogate.gov.uk/privacy

The involved tenants' expenses policy and claim form

Harrogate Borough Council values the input from tenants and leaseholders to a wide range of involvement activities which help shape and inform service delivery. Those tenants and leaseholders who are members of standing panel groups – and have signed the code of conduct - are entitled to receive expenses to ensure they are not left out of pocket as a result of their involvement work.

Expense Claims

- Expenses must be claimed by completing HBC's tenants' expense claim form (Appendix 1).
- All receipts for payments must be provided and submitted with the completed claim form.
- Claim forms and all attachments must be submitted to the Tenant Involvement Officer.
- Completed claim forms should be submitted on a quarterly basis – at the end of March, June, September and December. Nil claims are not required.
- Claimants will be required to provide their bank account details so that reimbursement can be made by bank transfer. Cash reimbursements/'petty cash' or advances are not available.

Expenses which will be met

Item	Explanation
Car travel	Reimbursement at the rate of 45p per mile (an additional 5p per mile may be claimed for each passenger carried). Claimants will be required to include mileage readings on the claim form showing mileage at the beginning and close of their journey.
Car parking	Reimbursement of full amount on provision of valid parking ticket as receipt
Bus or train travel	Reimbursement of full costs of travel where approved in advance by the Tenant Involvement Officer and on production of used tickets.
Stationery items	Reimbursements for reasonable costs for printer cartridges and paper for HBC work. Receipts / invoices for cartridge replacement service to be provided
Subsistence	Reimbursement of reasonable cost of lunches / teas and coffees when tenants are required to attend events away from the Harrogate Civic Centre and refreshments are not provided. Receipts for all purchases to be provided
Child care	In some cases, HBC will make payments to a registered child minder where this will facilitate an involved tenant attending an HBC meeting or other activity. All such claims must be discussed with the Tenant Involvement Officer and approved with him / her in advance of the event
Carer's support	Where the involved tenant is the primary carer for a member of his or her family HBC will consider assisting with any additional carer expenses which would result from the involved tenant attending an HBC meeting or other activity. All such claims must be discussed with the Tenant Involvement Officer and approved with him / her in advance of the event.

Taxis

On occasion, HBC will provide taxis for involved tenants who are unable to reach a meeting through alternative transport arrangements. All taxis will be booked through the Tenant Involvement Officer and must not be booked direct by the tenant.

Further Guidance

Any queries relating to these procedures should be directed to David Allford, Tenant Involvement Officer - email: HousingEnquiries@harrogate.gov.uk or 01423 500600 ext. 58411.

Involved tenants' expenses claim form

Name:

Address:

Postcode:

Car Allowance Claim

Date	Place(s) visited	Milometer Start	Milometer Finish	Total miles
Registration, Make, Model, Engine Size		Total Mileage Claimed		

Train / bus / miscellaneous purchases

Date	Item	£
	<i>(eg journey made or item purchased)</i>	<i>(eg. fare or cost of item)</i>

I certify that the expenses claimed were necessarily incurred by me, and that no other claim has or will be made by me in respect of these expenses.

So that these expenses can be paid in to your bank account, please complete the details overleaf.

Signed: _____ Date: _____

EXPENSES AND ALLOWANCE – YEAR 2021/22

Travel expenses

The rates for use of a tenant's own private motor vehicle are the same regardless of engine size. All vehicles will be awarded 45p a mile.

Your Bank Account Details

Bank: Name and address _____

Sort Code

Account Number

Account Name _____

The Panels

The Neighbourhood Services and Housing Needs Panel

Purpose of Panel	<p>To discuss/ monitor performance in the following main areas:</p> <ul style="list-style-type: none"> • Rental income and cost of maintaining homes • Getting empty homes ready for the next tenant • Lettings and reasons for refusals of offers of accommodation • Prevention of homelessness • Anti-social behaviour <p>To send representatives from the panel to quarterly meetings of the All Panels' Group</p>
Membership	<p>Up to 10 tenants and leaseholders</p> <p>Neighbourhood Services Manager</p> <p>Housing Needs Manager</p> <p>Tenant Involvement Officer</p>
Frequency of meetings	<p>Quarterly</p>
Administration of meetings	<p>Meeting dates will be provided on an annual schedule/on the HBC website.</p> <p>Agendas and papers will be prepared by the tenant involvement officer, confirmed with the Chair and then circulated to panel members no less than 7 working days before the meeting date.</p> <p>Attendees will be asked to submit substantive questions in advance of the meeting to ensure full responses can be given.</p> <p>Draft minutes will be circulated to panel members no more than 15 working days after the meeting.</p>
Officer positions and periods of office	<p>At the panel's last meeting in any calendar year a chair and vice-chair will be elected from the tenants/leaseholders on the panel by a show of hands of those tenants/leaseholders.</p> <p>Officers may hold the position for a maximum of three consecutive years after which they will be required to take a break of at least one year before standing for re-election.</p>

The Housing and Property Services Panel

Purpose of Panel	<p>To discuss/ monitor performance in the following main areas:</p> <ul style="list-style-type: none"> • Housing repairs service – operational performance and tenant satisfaction • Getting empty homes ready for the next tenant • Gas servicing and other compliance issues • Building new affordable homes in the Harrogate district <p>To send representatives from the panel to quarterly meetings of the All Panels Group</p>
Membership	<p>Up to 10 tenants and leaseholders.</p> <p>Head of Housing and Property and/or Executive Officer – Housing Growth.</p> <p>Executive Officer – Property Services.</p> <p>Tenant Involvement Officer.</p> <p>Two HBC council members who have the housing portfolio.</p>
Frequency of meetings	Quarterly
Administration of meetings	<p>Meeting dates will be provided on an annual schedule/on the HBC website.</p> <p>Agendas and papers will be prepared by the tenant involvement officer, confirmed with the Chair and then circulated to panel members no less than 7 working days before the meeting date.</p> <p>Attendees will be asked to submit substantive questions in advance of the meeting to ensure full responses can be given.</p> <p>Draft minutes will be circulated to panel members no more than 15 working days after the meeting.</p>
Officer positions and periods of office	<p>At the panel's last meeting in any calendar year a chair and vice-chair will be elected from the tenants/leaseholders on the panel by a show of hands of those tenants/leaseholders.</p> <p>Officers may hold the position for a maximum of 3 consecutive years after which they will be required to take a break of at least one year before standing for re-election.</p>

The All Panels Group

Purpose of Panel	<ul style="list-style-type: none"> • For members of standing panels to share information with each other. • As a forum for discussion of wider housing policy issues with council staff. • To identify scrutiny topics, agree scope of each scrutiny exercise and determine membership of each scrutiny group.
Membership	<p>Up to 15 tenants and leaseholders drawn from standing panels and authorised to vote on their behalf.</p> <p>Tenant Involvement Officer.</p> <p>Two HBC council members with the housing portfolio.</p> <p>Other staff invited to attend dependent on subjects being discussed.</p>
Frequency of meetings	Quarterly
Administration of meetings	<p>Meeting dates will be provided on an annual schedule / on the HBC website.</p> <p>Agendas and papers will be prepared by the Chair and Vice Chair and distributed by the Tenant Involvement Officer no less than 7 working days before the meeting date.</p> <p>Attendees will be asked to submit substantive questions in advance of the meeting to ensure full responses can be given.</p> <p>Draft minutes will be circulated to panel members no more than 15 working days after the meeting.</p>
Officer positions and periods of office	<p>At the panel's last meeting in any calendar year a chair and vice-chair will be elected by a show of hands from amongst the tenant / leaseholder members present.</p> <p>Officers may hold the position for a maximum of 3 consecutive years after which they will be required to take a break of at least one year before standing for re-election.</p>

The Tenants' and Leaseholders' Open Forum

Purpose of Panel	<ul style="list-style-type: none"> For tenants and leaseholders to bring issues to the meeting for discussion with relevant staff. Items raised should be of relevance to more than one individual and relate to the management of council properties and the wider estate. For staff to provide updates on key areas of work and discuss developing policy or changes to service delivery.
Membership	<p>Open to all tenants and leaseholders.</p> <p>Neighbourhood Team Leader (Chair).</p> <p>Executive Officer Property Services.</p> <p>Tenant Involvement Officer.</p> <p>Other staff invited to attend dependent on subjects being discussed.</p>
Frequency of meetings	Quarterly
Administration of meetings	<p>Meeting dates will be provided on an annual schedule / on the HBC website. Individual invites will be sent to those tenants or leaseholders who request papers in advance.</p> <p>Agendas and papers will be prepared by the tenant involvement officer. Individual meeting invitations will be sent to those tenants and leaseholders who request papers.</p> <p>Attendees will be asked to submit substantive questions in advance of the meeting to ensure full responses can be given.</p> <p>Draft minutes will be circulated to all those who attended no more than 15 working days after the meeting.</p>
Officer positions and periods of office	The meeting will be chaired by the Neighbourhood Team Leader or another staff member he/she appoints to deputise.

Tenants' News Editorial Panel

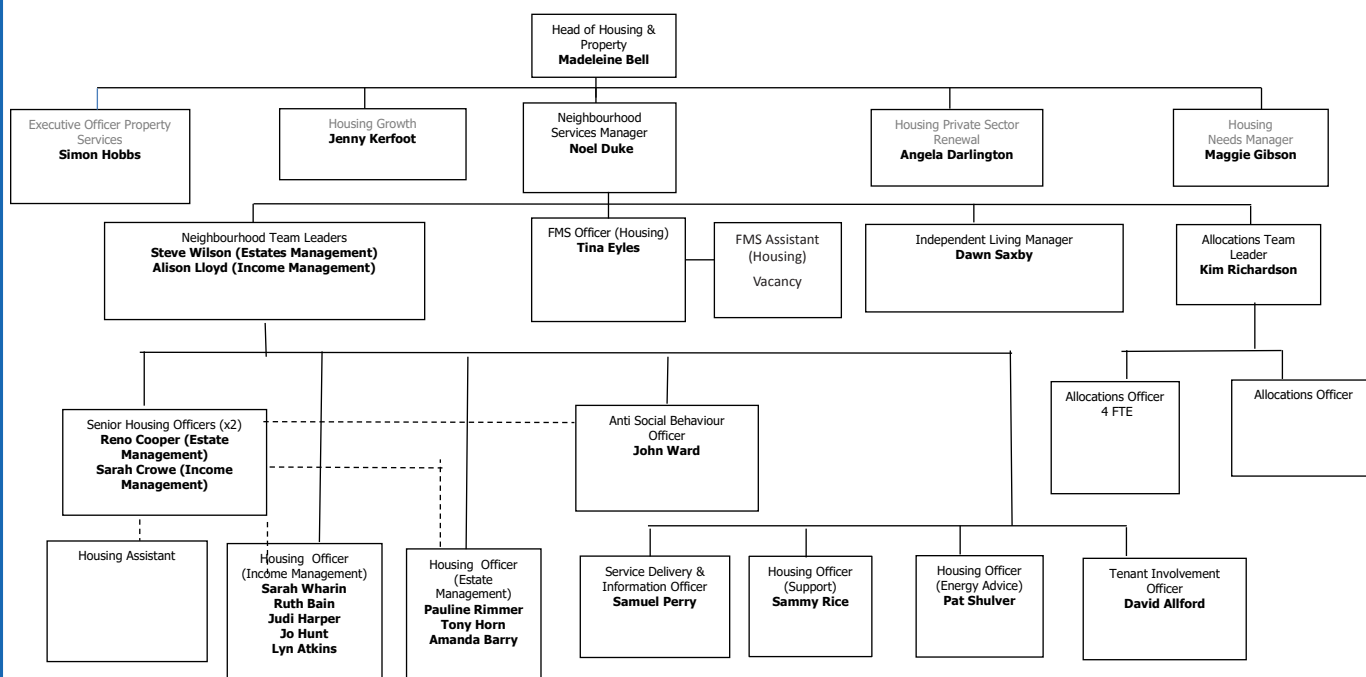
Purpose of Panel	<p>To oversee the production of four issues of Tenants' News each year. Panel members:</p> <ul style="list-style-type: none"> • agree an annual schedule for design and printing; • suggest content for each issue; • may contribute articles for inclusion, interview other staff and tenants for copy and actively seek contributions from others; • suggest ideas for layout and style; • check proofs for spelling and grammar, graphics, general appearance etc; • Review each issue produced to identify improvements or additions needed to future issues.
Membership	<p>Up to 10 tenants and leaseholders.</p> <p>Tenant Involvement Officer.</p> <p>Other staff invited to attend dependent on material to be included in the particular issue.</p>
Frequency of meetings	<p>Typically two 'face to face' meetings are held in respect of each issue although additional meetings may be required.</p>
Administration of meetings	<p>Meeting dates will be provided on an annual schedule/on the HBC website.</p> <p>Formal agendas and minutes are not prepared although group members will be provided with appropriate paperwork – draft articles, printing proofs etc. – in advance of each discussion.</p>
Officer positions and periods of office	<p>Not applicable. These meetings are called by the tenant involvement officer but are very informal and take the form of an open discussion.</p>

Leaseholders' Group

Purpose of Panel	<ul style="list-style-type: none"> For leaseholders to bring issues to the meeting for discussion with relevant staff. Items raised should relate to the management of their property and of the wider estate in which it is located. For staff to provide updates on planned maintenance work, service charges and any proposed changes to service delivery.
Membership	<p>Open to all leaseholders.</p> <p>Neighbourhood Team Leader (Chair).</p> <p>Executive Officer Property Services.</p> <p>Tenant Involvement Officer.</p> <p>Other staff invited to attend dependent on subjects being discussed.</p> <p>Involved tenants may wish to attend to observe the meetings.</p>
Frequency of meetings	Annually – additional meetings may be held on request.
Administration of meetings	<p>Meeting dates will be provided on an annual schedule/on the HBC website. Individual invites will be sent to all leaseholders.</p> <p>Agendas and papers will be prepared by the tenant involvement officer and sent to all leaseholders by post at least 10 working days before the meeting date.</p> <p>Attendees will be asked to submit substantive questions in advance of the meeting to ensure full responses can be given.</p> <p>Draft minutes will be circulated to all leaseholders (regardless of whether they attended) no more than 15 working days after the meeting.</p>
Officer positions and periods of office	The meeting will be chaired by the Neighbourhood Team Leader or another staff member he/she appoints to deputise.

Staffing – who's who in the Housing and Property Team

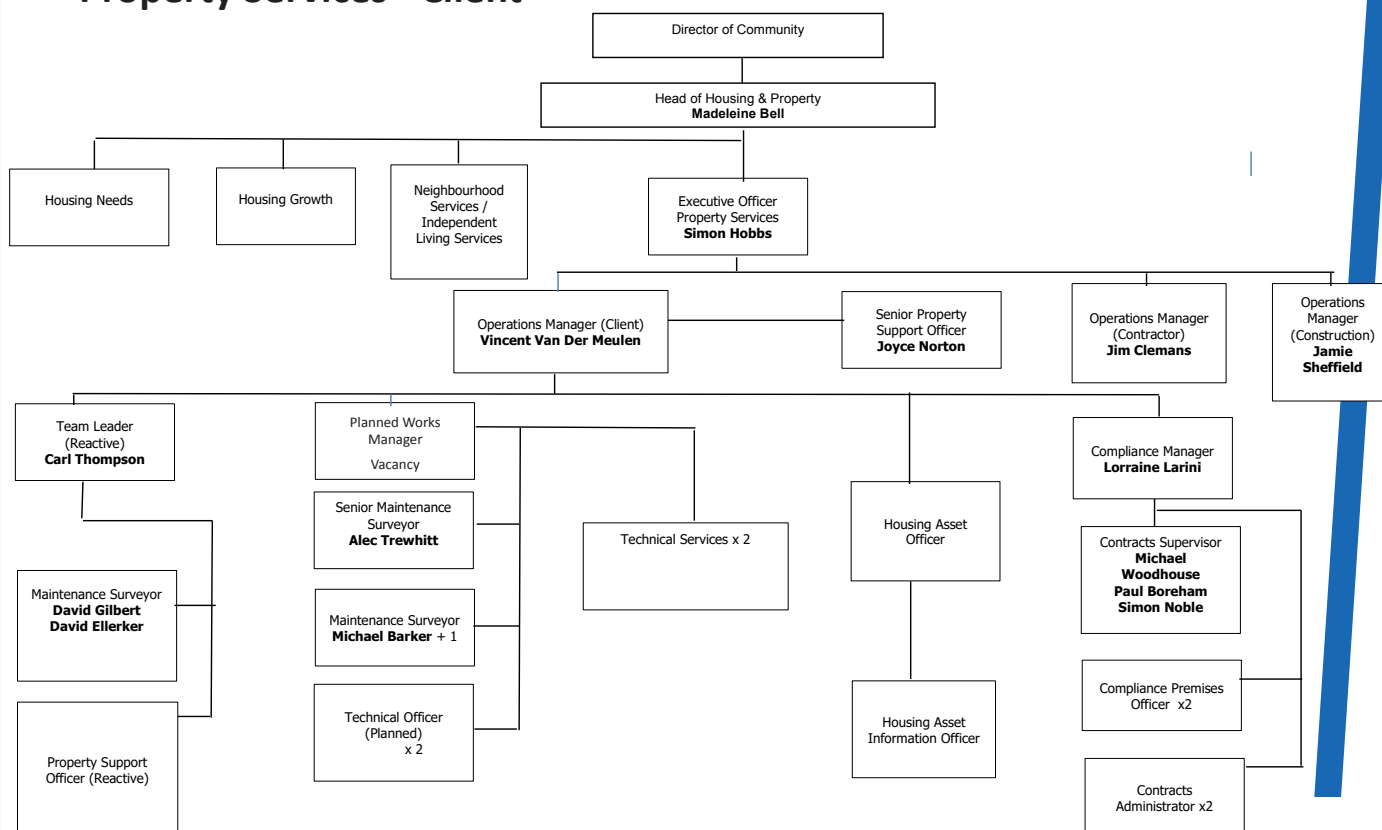
Community Neighbourhood Services



FMS - financial management systems

FTE - full time equivalent

Property Services - Client



Other involvement activities

Maybe you can't commit at present to attending regular meetings but would still like to be involved?

There are lots of other ways you can have your say and find out more about our services and how we're changing them.

- Join the facebook group for Harrogate Borough Council's tenants and leaseholders – you'll find out all about the latest consultations and news from other involved tenants. Just search for 'HBC Tenants' and ask to join.
- Respond to regular surveys – if you would like to receive surveys by email just let us know. Or visit the 'Have your Say' section on our website – www.harrogate.gov.uk and let us know what you really think!
- Attend 'one off' focus groups about a particular aspect of the housing service or a new policy – let us know how you'd like to receive your invite.
- Ask to be a guest at one of our existing panel meetings to find out how they operate and whether you'd like to join in the future.
- Review draft publications and other material from the comfort of your home and let us know what you think of them and where changes are needed.
- Contact David Allford, Tenant Involvement Officer on 01423 500600 ext 58411 for a chat about how you'd like to be involved – we'd love to have your input!

Contacts

For further information contact:

David Allford, Tenant Involvement Officer

Email: HousingEnquiries@harrogate.gov.uk Tel: 01423 500600 (ext 58411)

Harrogate Borough Council, PO Box 787, Harrogate, HG1 9RW

www.harrogate.gov.uk