

## Tenant Empowerment

It's quite simple – we need to know what you think of the services we offer and how we deliver them. If you think we're doing well at something, we need to know so we can keep doing it. If you think we're not good enough, we need to know so that we can improve. By working TOGETHER, we will strive to become the best that we can be!

Throughout Spring of 2023, we wish to run the Big Conversation, a large-scale consultation aimed at finding out:

- How you want us to deliver services to you in the future
- The standard of service we should be looking to deliver
- How you want us to engage, work together and involve you in improving our services

We wish to hear from tenants and residents and the feedback will be used to shape our new service offer.

### Who can get involved?

Any of our customers can get involved!

### Why should I get involved?

If you are passionate about your home and community, why not have your say? We will use all feedback and input to improve our services and make changes based on our customers' views.

### How much time does it take?

It can take as much or as little time as you like. Happy to answer a quick survey? That may take 10 minutes. Want to get involved in the Service Review Panel? That could take around 6 hours over a 2/3 month period.

### What's in it for me?

We know your time is precious, so we promise to make your involvement worthwhile. By getting involved, you will have access to free training, experience, and the opportunity to develop new skills to enhance your CV. There will be plenty of opportunities to meet with like-minded tenants and employees from across Islington Council. You will also get the satisfaction of helping to improve Islington for the benefit of yourself and others.

### What if I change my mind?

We understand that circumstances change, and it might become difficult for you to become involved in engagement exercises. We appreciate your time however much of it you can give us.

### Valuing equality and diversity

We value equality and diversity and we would welcome views and engagement from residents from all walks of life and backgrounds to ensure we capture feedback that represents the breadth and depth of our communities.

### How can I find out more?

Prefer to speak to somebody first? Why not contact our Engagement Team via email at [engagement@islington.gov.uk](mailto:engagement@islington.gov.uk) by telephone 07802804261 or fill in our online form here.

## Get Involved - Register your interest

Please fill out the below form and one of our team will get back to you as soon as possible

First Name \*

Last Name \*

Email Address \*

Phone Number

Please let us know what areas of Islington you might be interested in getting involved with? (e.g Repairs, community investment etc.) \*