

6 How to become involved



In this section you will find the following information about how to become involved in the running of your estate and housing services:

- What difference will it make?
- How to get involved
- Additional information
- Dudley Federation of Tenants and Residents Association

Dudley Council actively encourages tenants and residents to get involved with housing services and local communities.

What difference will getting involved make?

Inputting your views will:

- help to shape the services we provide and improve the council's performance
- ensure better value-for-money
- increase satisfaction levels
- provide confidence and knowledge to challenge services
- help communities succeed together.

How to get involved

Getting involved has never been easier and we have a wide range of opportunities to enable you to have your say, in a way that best suits you.

For example:

- Join or set up a tenants and residents association
- Be part of our governance structure
- Take part in online, telephone or postal surveys
- Come along to consultation events
- Take part in an estate walkabouts
- Come to local meetings
- Take part in our project groups or forums
- Help your community by getting involved with clean-up events
- Become a service inspector or tenant inspector
- Join our anti-social behaviour focus group.
- help monitor and challenge services
- become a street representative
- come along to the High Rise Living Forum

We want to make it as easy and convenient as possible for you to be involved, and can assist you with any support or training needs you may have. This includes things like out-of-pocket travel expenses, confidence building and suitable training.

Even if you only have a small amount of time to give, you can make a real difference and we are always looking to develop new ways and ideas for tenants and residents to Take Control and Get Involved.



You can have lots of involvement information at the touch of your fingertips thanks to the Take Control and Get Involved web portal.

Simply go online to **www.housingtakecontrol.org.uk**

This partnership site aims to be a 'one stop shop' for anyone interested in the housing board, or who wants to know more about tenant and resident involvement within the borough. Sections includes information about the new housing board; details of service reviews within housing; and details of how to get involved with housing services; information on tenant and residents associations (TRAs).

You can subscribe to receive regular updates, including electronic bulletins and social media postings.

Are you interested, or would you like to know more?

Please contact the participation development team:

01384 815168
participation@dudley.gov.uk

Directorate of environment, economy and housing
Harbour Buildings
Waterfront West, Brierley Hill DY5 1LN

There is a lot of useful information available at **www.housingtakecontrol.org.uk** and **www.facebook.com/takecontrolgetinvolved**

Dudley Federation of Tenants and Residents Association (DFTRA)

DFTRA is an umbrella organisation representing tenants and residents associations in Dudley. It is a company limited by guarantee with charitable intentions which encourages local communities to participate in the decision-making process.

DFTRA can be contacted via:

The Ground Floor complex
1 Booth Court
Lower Derry Street
Brierley Hill DY5 2SJ

01384 868010

info@dftra.org.uk

Why not visit their website to find out more?

www.dfta.org.uk

Tenants and Residents Associations

Why not consider joining your local Tenants and Residents Association (TRA)?

Dudley Council believes in the importance of tenants and residents groups and actively supports and encourages their involvement with the running of their estates.

We have many TRAs located throughout the borough and are regularly setting up new groups. As part of our pledge to be a community council through our Love Your Community campaign we are keen to engage and consult with local people about what matters to them. The groups discuss many issues relating to their estates and ideas of how they can help to make improvements to enrich resident's lives. You can give as much time as you want to this initiative - if you have plenty of time why not consider joining the board, or if you only have a couple of hours - why not attend the regular TRA meeting?

For information

Dudley Council's website

www.dudley.gov.uk includes a wealth of information about all council services and events taking place in the borough.

If you require any assistance with regards to the tenants' handbook or would like to request an interpreter, large print version, or audio tape, please contact Dudley Council Plus on **0300 555 2345**.

The photos used in this publication are for illustrative purposes only. All information included in this handbook was correct at the time of printing.

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Approved  by tenants