

How to get involved

In this section you will find out about getting involved and what that means for you and your community

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

What difference will getting involved make?

Sharing your views will:

- help shape the services we provide
- improve the council's performance
- help to provide a value for money service
- help increase satisfaction levels
- provide you with the confidence and knowledge to challenge services
- help communities succeed together

How to get involved

Getting involved has never been easier. 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
- Get involved with the housing board
- Be part of the tenant involvement structure
- Take part in online, telephone or postal surveys
- Come along to consultation events
- Take part in an estate walkabout
- Attend local meetings
- Take part in project groups or forums
- Help your community by joining in clean-up events
- Become a service or tenant inspector
- Join the anti-social behaviour focus group
- Help monitor and challenge services
- Become a street representative
- Attend the High Rise Living Forum

and the list goes on.

We want to make it easy and convenient for you to get involved. We can assist you with support or training that you may need. Things like out-of-pocket expenses will be reimbursed.

If you only have a small amount of spare time to give, you can still make a real difference. We are always looking to develop new ways and ideas for tenants and residents to get involved. If you have an idea, please contact us to tell us.

There is a lot of involvement information at your fingertips thanks to the Dudley website www.dudley.gov.uk or on social media

www.facebook.com/participationindudley

www.twitter.com/housingtcgi

Our web and social media pages aim 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.

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

Place Directorate

Harbour Buildings

Waterfront West, Brierley Hill DY5 1LN

Tenants and Residents Associations

Why not consider joining your local Tenants and Residents Association (TRA) or setting one up if there isn't one in the area?

Dudley Council works closely with tenants and residents groups and actively supports and encourages their involvement with the running of their estates.

There are many TRAs throughout the borough and we regularly set 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. Groups discuss many issues relating to their estates and ideas how they can help to make improvements to enrich resident's lives.

Dudley Federation of Tenants and Residents Association (DFTRA)

DFTRA is an umbrella organisation representing tenants and residents associations in Dudley.

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

www.facebook.com/dudleyfed

www.twitter.com/dudleyfed

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.

www.dudley.gov.uk

www.facebook.com/participationindudley

www.twitter.com/housingTCGI

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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