



Tarka Board Membership

Being a member of the Tarka Board provides an opportunity to work with Tarka at a strategic level. There are four tenant members on the Tarka Board. The recruitment and selection process for new tenant board members is under review

Time involved



Level of involvement



Type of involvement



Communications Group

This group of tenants and staff shapes and reviews the content and design of all our publications and website.

The group meets five times per year. Members find the work interesting and rewarding. They receive training in proof reading and writing skills.

The group awards the 'Resident Approved' quality mark, which assures a communication quality standard for Tarka customers.

Time involved



Level of involvement



Type of involvement



If you would like any more information about the ways you can get involved or you'd just like to talk to someone about which group might be right for you please contact the Resident Involvement Team on 01237 428080 or info@tarkahousing.org.uk
Or you can ask your Housing Officer who'll be happy to talk to you.

If you or someone you know would like this Working Together, Being Involved leaflet on CD or audio tape, in large print, in Braille, or translated into another language please contact our Communications Team on 01237 428080 or email info@tarkahousing.org.uk



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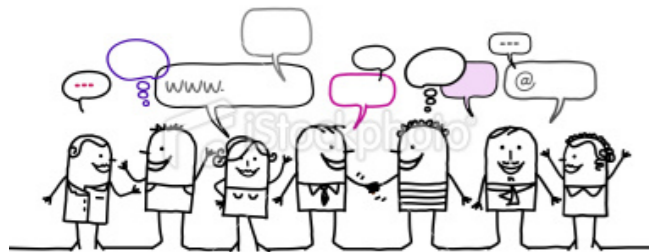
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WORKING TOGETHER - BEING INVOLVED





Working together, we build strong foundations

Working together

How we see each other is important. Together we can see and plan for our future more clearly. Working as partners you can help us to deliver and improve the services that are important for you. If you are interested in getting involved we will provide support and training, reimburse out of pocket expenses and cover care costs if you are a carer. You can make a real difference. Get involved now!



What is Customer Involvement?

Customer Involvement is a range of ways in which Tarka Housing informs, consults and empowers its customers to improve the services they receive. There are various levels at which Customers can get involved and this leaflet explains the different ways in which you can make a positive difference to the service you receive from Tarka Housing.

Make your mark!

-  **Paperwork**
-  **Via the Internet**
-  **Meetings**
-  **By telephone**
-  **Talking to other residents and staff**



- 

1 clock / 1 house
Low level of time and commitment
- 

2 clocks / 2 houses
Medium level of time and commitment
- 

3 clocks / 3 houses
High level of time and commitment

Surveys

Surveys are way of finding out your views on how well we are delivering services to you. They keep us up to date on how you think we are doing. There are a range of different surveys which you can fill out and return to us.

Time involved
Level of involvement
Type of involvement



Youth Forum

An internet based forum providing a platform for young people to meet and talk to each other.

Time involved
Level of involvement
Type of involvement



Focus and Steering Groups

One off groups created to work on a specific issue. These are often joint-working groups where staff and customers work together to achieve agreed outcomes.

Time involved
Level of involvement
Type of involvement



Community Visits

Housing Officers and tenants go on programmed visits to different Tarka Estates to assess any repairs needed. Other tenants are encouraged to accompany them on these visits.

Time involved
Level of involvement
Type of involvement



Mystery Shopping

Mystery shopping is your chance to test how Tarka delivers its front line services. Training is provided to help you gain the techniques required to get the most out of mystery shopping.

Time involved
Level of involvement
Type of involvement



Tarka Talk Team

The Tarka Talk Team is an outreach project where tenants talk to tenants on an informal basis. They are supported by housing officers and work together to identify issues that may have been missed by more formal reporting methods.

Time involved
Level of involvement
Type of involvement



Complaints Review Panel

This panel meets to look at the lessons that can be learnt from complaints and how they can improve service delivery in the future

Time involved
Level of involvement
Type of involvement



Tarka Tenant Panel

This group oversees all involvement activities, agrees targets, scrutinises and monitors Tarka's Performance, approves policy and procedure reviews and service standards.



Time involved
Level of involvement
Type of involvement



Resident Auditors

This is a joint project between Tarka and Westcountry Customers. Training is offered and auditors carry out reviews of how services are delivered.

Time involved
Level of involvement
Type of involvement



Scrutiny Panel

This is a Westward Housing Group panel which looks in detail at how Tarka and other group members are performing and the decisions that they make. It scrutinises governance and how the boards work, policy formation and decision making at a strategic level. Panel members receive extensive training and support. They work closely with the Resident Auditors.



Time involved
Level of involvement
Type of involvement

