



**Have
your
say...**

**At Ocean Housing we're always looking to get
feedback about the services we provide.**

**Become one of our tenant and resident partners, it won't take much
of your time and you can earn rewards for your feedback!**



How does it work?

At Ocean Housing we want tenants to be at the heart of everything we do. Our commitment to tenant involvement starts at Board level, and we have a proud legacy of tenant and resident engagement in the day to day operation of our organisation.

“It is important we build positive, trusting relationships with tenants and residents from all backgrounds and seek to canvas views in many ways.”

We involve tenants in setting the standard of service they can expect to receive from us and we strive to be open and transparent about how we operate and share information about how we perform.

We want tenants to feel listened to, especially when things go wrong, and have a clear complaint policy and procedure developed and monitored by tenant representatives.



Kat
Member since 2018

There are a number of opportunities available to you within the Partnership depending on how much commitment you can offer. All the roles have positive effects for both tenants and residents of Ocean Housing.



Gold Partner **Together With Ocean (TWO) Group Member**

- We will provide admin support, and minutes for each meeting on a monthly basis as well as working with you for a joint approach to agenda setting. We will provide formal training (TPAS etc.) twice a year.
- We will provide an additional training budget which you will monitor and spend to support your needs in working with and supporting Ocean Housing.
- You will work in conjunction with the Ocean Housing Board as part of Joint Planning Events twice a year.
- You will meet regularly with the Chief Executive of Ocean Housing Group and the Chair of Ocean Housing Board.
- You will be invited to a paid Christmas Meal with the Chief Executive, Chair of the Ocean Board and other group members.
- You will have flexible meeting times and days to allow for maximum attendance.
- We will use a selection of in-office and virtual meetings to keep the group accessible for all tenants.



Silver Partner **Editorial Panel / Tenant Monitors**

Editorial Panel

- We will provide admin support, agenda and minutes for each meeting on a quarterly basis.
- You will be invited to a paid Christmas Meal with the Chief Executive, Chair of the Ocean Board and other group members.

Tenant Monitors

- You will be paid a £10 shopping voucher for every four out of six completed surveys that you return.
- You will be invited to two meetings a year at the office to meet staff and other monitors to discuss the services you receive.



Bronze Partner **Virtual Internet Panel (VIP)**

- You will be entered in to a prize draw each time you complete a feedback survey to win £50 in shopping vouchers.



If you are interested in becoming a tenant and resident partner
please call us on 01726 87 44 50 or visit our website:

www.oceanhousing.com



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HOUSING

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