Tenant and Customer Reviewers role descriptions

There will be several roles for Tenant Reviewers, some of which will require being part of a core group of inspectors and/or attending regular (quarterly) meetings. There will be some roles that people can dip in and out of and some that people can do in their own time whenever they want to. The proposal is to maintain a list of interested people for each element.

Core Group Role – time commitment half a day per quarter
The core group of inspectors will meeting quarterly and:

- Agree the programme of inspection
- Draft a report from the previous quarter's activity
- Monitor the Go, See, Do Map- By listening and learning from you, we've created digital maps that let you see everything that's available in your community. From your favourite restaurants and cafes, one-of-a-kind activities to great outdoor spaces, all the amazing things that make your neighbourhood special. We want your support to make sure that they are up to date and easy to use.

Inspector Role – time commitment half a day per month
Inspectors play a really important role in letting us know if we are delivering our services to the standards we expect. It's an active role, where you will get out and about. Opportunities include:

- Grounds Maintenance Inspections - you will check that we are looking after our green spaces to the standards expected, that areas are clean and tidy, and make recommendations for improvement- Launched
- Cleaning Inspections- ForHousing work with cleaning companies to make sure that the communal areas in our low rise and high-rise flats are clean and tidy. You will inspect a sample of blocks to spot check and make sure that expected standards have been achieved- coming soon
- Voids Inspections- when one of our homes is empty we undertake work to ensure that it's ready for a new person to call it home. You will inspect empty properties and make sure it's hitting our voids standards and that it is 'ready to let' - coming soon

Focus Groups – time commitment half a day per focus group
Teams from across ForHousing may ask for a focus group to look at a particular project/ policy and let us know what their experience is when using a service

Document Reviewers – time commitment one to two hours per agreed review
Reviewers will be sent policies and procedures in draft and be asked to feedback on potential impact to tenants/customers

Reviewers will also look at the letters, posters and leaflets that we send to tenants and be asked to advise us about if it is clear, friendly and easy to read

Website Reviewers – time commitment one to two hours per quarter
Reviewers will be asked to look at the website and make sure information is easy to find

Mystery shoppers – time commitment 10 minutes per call or half day per visit
Reviewers will:

- make calls to the customer connect hub
- make calls to the out of hours service

- check other methods of contacting ForHousing (webmail, etc)
- carry out physical inspections of our offices and buildings we use

to make sure you receive the customer service you should expect