



GET INVOLVED WITH HIGHTOWN

Hightown

Make a difference in your community!

At Hightown, we value your voice.
By getting involved, you can
shape the services we provide,
help improve homes and create
stronger communities.



We aim to make our involvement
opportunities accessible to everyone by
covering reasonable expenses, including
travel and carer costs. We value your energy
and enthusiasm and will also provide
incentives for your time.



Cast your vote:

have your say on major
decisions that shape the future.



Amplify tenant voices:

ensure all voices are
heard loud and clear.



Volunteer:

roll up your sleeves and
make hands on impact.



Learn and grow:

train, upskill and earn valuable
qualifications.



Engage online:

be part of discussions,
collaboration and feedback.



Volunteer:

A chance to connect and
collaborate with other residents

Want to find out more: Please contact the Resident Involvement team

By Email: Involve@hightownha.org.uk

By Phone: 01442 292300

By Web: www.hightownha.org.uk





Resident Involvement Menu

This involvement menu is a recipe for making a difference! Whether you've got a pinch of time or a generous helping to spare, we've got plenty of ways for you to help us serve up even better services.

Starters



Approx. 1hr of your time on an ad hoc basis for active participation, ideal for those with limited time or who can't attend regular meetings.

Incentives range from £10 per walkabout to £20 for any ad hoc meetings.

Roadshows and Events

Join roadshows and help plan events. Connect with the community, share ideas, and find opportunities to shape our neighbourhoods.

Estate Champions

Represent your estate and collaborate with our team to enhance communal areas. Activities include reporting issues, estate improvements bids, and participating in inspections.

Mains



Approx. 2hrs of your time quarterly. Get involved in our biggest projects, shape our direction and grow your skills.

Incentive: £20 voucher per meeting, plus travel and childcare expenses.

Residents Voice and Scrutiny Panel (RVSP)

Meet quarterly to share insights and feedback with senior management. Shape and influence policies, scrutinise key performance areas, and work in partnership to improve services.

Focus Groups

Collaborate to review and provide feedback on specific topics, enhancing policies, external contracts, or action plans. Help improve our services and shape effective solutions.

Complaints Scrutiny Group Assist in reviewing and improving our complaint handling. Analyse patterns and trends, provide feedback and suggest improvements.

Thriving Together Group

Share insights about your disability, including mental health, hearing or sight impairments, or mobility issues. Help us make our services more accessible and improve your customer experience with us.

Lite Bites



Approx. 1hr of time to review documents, give feedback and shape solutions from the comfort of your home.

Incentives range from £5.00 To £20.00 depending on the activity.

Mystery Shopper

Evaluate our services and offer feedback to help us enhance customer service.

Reading Panel

Review our documents and communications to ensure they are clear and effective.

Competitions

Join a judging panel and vote for the winners of various competitions held throughout the year.

Online testing

Review online content, test new systems, and provide feedback to enhance the online customer experience.

Surveys

Conduct surveys and compile feedback on specific topics.