

## Your questions answered

Here are some questions you might have, with some answers from us.



### What is a tenant committee?

A tenant committee is a group of people who meet to look at how we can improve services to our tenants.



The people on our committees include board members and up to five tenants (or someone who supports our tenants, including their parents). You are a tenant if you live in a supported living home.



### What does the tenant committee do?

We want people on the committee to check on our **performance**. This means how we deliver our services to you.



We want the committee to check on our **complaints process**. This is how you let us know you are unhappy with something in your home or with our services.



We will want you to learn about our **Tenant Satisfaction Measures** and how to make changes. This is the government's way of making sure that we are a good landlord.



### **What would I need to do?**

You need to attend four meetings a year. Each meeting would last around two hours. You can bring a support worker or an advocate with you.



You can help check that we are meeting our **regulatory and legal standards**. This means that the law sets how we should work. We will help you to understand how to do this.



### **Why should I be a tenant committee member?**

You will learn new things and skills, such as preparing for meetings, understanding information and speaking in front of people.



We will pay you up to £2,200 per year (subject to tax and National Insurance), plus reasonable expenses for you and your support worker/advocate. You can choose not to be paid if you think it may affect your benefits.



You will become more confident speaking about housing and supported living. You will meet new people who care about safe and decent homes as much as you do.



### **What skills do I need?**

You need to know what it is like to live in an RWP-supported living home.



You will care about where you live, what it is like to be a tenant and what services you get from us.



**I will find it hard to read long reports, can I still apply?**

Yes, you can. We promise to keep our reports as short and as easy to read as possible.



If you have any communication needs we will make it easier for you. For example, if you want us to provide reports that have pictures or larger text, we can do that.



**What do I do if I want to apply?**

You can send an email to us at [governanceteam@progressgroup.org.uk](mailto:governanceteam@progressgroup.org.uk) or call us on 0333 320 2675.