

# Resident Involvement Update November 2023

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# What do we do in Resident Involvement?

- We work across all housing services aiming to deliver effective resident involvement, identify resident priorities and embed resident feedback into delivery.
- The team works towards the aims set out in the Resident Involvement Strategy.
- HSC= Housing Scrutiny Committee.
- The reps role is to represent the interests of tenants and leaseholders in the council decision-making process.

If you have any questions about resident involvement, then please get in touch –  
**[resident-involvement@cambridge.gov.uk](mailto:resident-involvement@cambridge.gov.uk)** /  
**01223 458323**



Tenant Reps: Mandy Powell-Hardy, Diana Minns, Christabella Amitye. **Along with the leaseholder Rep, Diane Best.**

To contact the Reps directly you can email -  
**[hsc.residents@gmail.com](mailto:hsc.residents@gmail.com)**



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# Update:

- [Published Open Door magazine](#) November/Autumn 2024 now available.
- [Upcoming Housing Scrutiny Committee \(HSC\) Elections 2024](#), open from November 1<sup>st</sup> -31<sup>st</sup> January 2024.
- *Candidate packs available by emailing RI to request a pack.*
- *HSC is made up of 5 tenants and 1 leaseholder. Candidates will be voted on. This is 4-year position.*
- *Open door has a great article on the role.*
- *New Annual TSM tenant perception survey 2024, aim to be delivered each year allowing the Council to measure tenant satisfaction and put in place relevant actions to improve housing services.*



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## Regular meetings-

- **Resident inspectors**
- **HSC representatives meeting**
- **HDA consultation meetings- planning new estates.**
- **(ROAM/VOIDS meetings**
- **HSC Reps meetings and associated Briefings.**
- RI and HSC reps working together to improve services continuously through meeting and consultation processes.

