

New ways to get involved

We have launched brand new ways for you to get involved with us! Our new ways of working will give you more opportunities to share your thoughts and have your say about our services. We want to make sure you can communicate with us in a way that's easy and convenient to you. Below are some of the ways for you to get involved.

SCHAPE Residents Panel

Solihull Community Housing Achieving Performance Excellence (SCHAPE) Residents Panel will give you the chance to hold us to account, review our services and suggest changes to committee.

We will be looking for 10-12 people to work with us on a regular basis.

We will help develop your skills and knowledge so you can carry out this demanding yet rewarding role. We will do this through ongoing support and training to help you build your confidence.



Virtual Improvement Panel

The Virtual Improvement Panel (VIP) offers you the opportunity to be involved with us on your own terms.

There will be no formal groups, instead you can register to be involved with us on a flexible basis. We will let you know when we are doing something in your area of interest and you can dip in and out if you have the time.



Take a look at the list below for more ways to get involved:

Creating homes

- Building Safety Advocates
- Home Improvement Advocate
- Empty Homes Inspector
- Leaseholder Advocate
- Repairs Advocate
- Satisfaction Surveys

More than Bricks and Mortar

- Block Advocate
- Estate walkabouts
- Green forums
- Antisocial behaviour satisfaction survey
- Homelessness services satisfaction surveys
- Wellbeing service satisfaction surveys
- Financial advice satisfaction surveys
- Estate Services satisfaction surveys

Strengthening Communities

- Community Advocate
- Street Advocate
- Resident Associations
- Community Events
- Using our communities spaces more effectively

Excellent Customer Service

- Performance and Value for Money Champions
- Reader's Group and Editorial Team
- Complaints Forum
- Contact Centre Satisfaction Surveys

Engagement toolkit:

Other ways to engage with us are:

- Customer experience journey mapping
- Ad-hoc surveys
- Facebook polls
- Livestreaming of meetings through Facebook Video
- Reviewing and editing documents
- Community walks
- Pop ups/drop-in sessions
- Facebook chats
- Coffee mornings
- Focus Groups
- Online focus groups

