

# Tenant Participation

## What is Tenant Participation?

Tenant Participation is about encouraging tenants to have a say in how their homes are managed. Caerphilly County Borough Council is dedicated to involving tenants in the running of its Housing service.

## What does getting involved achieve?

Tenants play an important role for Caerphilly Homes to ensure that resources are used in the best way to meet tenants' needs. Tenant Participation assists the Council to ensure:

- Delivery of a responsive and accountable Housing service
- Quality decision making
- Tenants are placed at the heart of Housing Services

Without tenants' views and experiences of the service, it would be difficult to develop and improve the Housing service to meet the needs and aspirations of tenants.

## How can you get involved?

There are several ways to become involved. Some examples are as follows:

- **Working Groups**  
Tenants and Officers work together to improve services in specific areas e.g. repairs and improvements.
- **Caerphilly Homes Task Group**  
Elected tenant representatives working with councillors to monitor the housing service.
- Join a **Tenant & Resident Association** – The Council supports and funds recognised Tenants & Residents Associations. This enables the group to be independent and provides Caerphilly Homes with a formal structure with which to consult on housing issues.
- **One-off Focus Groups** – Focus groups are held to discuss, for example, a particular aspect of the service or proposed changes. Groups of between 10-15 tenants can be randomly recruited and engaged in discussion on what their views are of a particular service or issue.
- **Estate Walkabouts**  
Join a walkabout in your local area.
- **Armchair Editors**  
Give us your views on our publications / websites.

If you would like more information please contact the Tenant & Community Involvement Team.