

## How you can get involved

There are many ways Sentinel customers can become involved, and all of them can make a difference. Not everyone can serve on our Management Board or has the time to attend meetings, but most people can take part in a survey or complete a brief questionnaire or telephone poll. Just logging on to the Sentinel website and finding out what is going on is a valuable way of staying involved. To get involved contact our dedicated Customer and Community Involvement Co-ordinator.

### Direct involvement

#### Board Membership

- The Board meets ten times per year and includes 13 Board Members; eight Independent Board Members and five Resident Board Members. They are responsible for setting goals and strategies, business management and monitoring performance.

#### Sentinel Tenants' and Residents' Association and Neighbourhood Panels

- These Committees are the main formal representative bodies for Sentinel residents. They aim to represent residents' interests, promote discussions between residents and Sentinel, monitor the standard of service and examine and review policies. They meet monthly and you are welcome to attend.

#### Consultative Group

- Residents, staff, managers and directors meet monthly to discuss and review strategies, policies and draft Board Papers.

#### Design Panel

- The Panel is chaired by a tenant and is made up mainly of tenants and a few staff members. They meet around every 6 to 8 weeks to consider the design issues around any new homes and estates we are building. Design training is offered and site visits are arranged to see completed homes and comment on the designs and standards being achieved.

### Consultation and feedback

#### Individual Consultation

- This includes feedback forms, the complaints procedure and consultation on things like planned maintenance, local development or regeneration initiatives. Satisfaction surveys are carried out after a day to day repair is completed, when a reported case of anti-social behaviour is closed and Neighbourhood Co-ordinators complete a settling in survey with new residents after they move into their new home.

#### Residents' Week

- A chance to get together with other residents, Sentinel staff and other community agencies, to have your say on a range of issues, share your views about the services we provide and how they can be improved.

#### One-off Special Interest/Focus Groups

- Residents can join special interest project/focus groups set up by Sentinel. These will usually be one off meetings that focus on a single subject or service.

## Local events

### Sentinel On The Road

- Not all residents want to get involved but do want to know what is going on. Your neighbourhood team will get on the road and come to your local area, so you can share your views about your neighbourhood, the services you receive and how we can work together to make improvements.

### Community Surgeries

- Come along and talk to Sentinel staff in confidence, about any issues or concerns you have about your home, your neighbourhood or any of the services we provide to you.

### Family Fun Days

- Local events where you and your family can get together with people from your neighbourhood, Sentinel staff and other community agencies. Share your views and ideas on how your neighbourhood could be improved, make new friends and have fun at the same time.

### Pride in Your Place Walkabouts (PIYP)

- Help make your neighbourhood a place to be proud of by joining forces with your Neighbourhood Co-ordinator and other community agencies on a walkabout in the area where you live. During the walkabout, issues of concern to you such as graffiti, litter and abandoned cars can be identified and resolved.

### Residents Associations and Neighbourhood Action Groups

- Residents are encouraged and supported to set up tenants' and residents' associations or Neighbourhood Action Groups that can provide a voice for people who are interested in local concerns (not just housing issues).

## Events for young people

### Rubbish Raiders

- Encourages young people to get together with Sentinel and other community agencies to have fun and declare war on waste in their neighbourhood. All new recruits are rewarded with an exclusive Rubbish Raiders T-shirt.

### Get With.....

- A fun range of free personal development activities during the school holidays for young people. Provided in partnership with community schools and other community agencies. Young people can take part in sports, arts and crafts and other activities to learn new skills and keep busy during school breaks. Look out for the Get With...activities in your neighbourhood.

### Little Neighbourhood Helpers

- Working in partnership with local schools this project encourages young people to think about environmental issues such as litter, vandalism and graffiti and how we can work together to make their neighbourhood a better place to live.

If you would like  
**How you can get involved**  
in large print, braille or translated please contact the  
Customer Service Centre on 0800 195 5515 from a  
landline or 0300 666 5515 from your mobile.

