

# Get involved toolkit

*Your guide to getting involved:  
improving housing services together*



# WELCOME TO YOUR TOOLKIT FOR MAKING A DIFFERENCE!

This toolkit is designed to give you an overview of the engagement opportunities available. Whether you are a long-time resident or new to council housing, your experiences, ideas, and feedback play a vital role in shaping the housing services we deliver.

As outlined in our Resident Engagement Strategy, we are committed to empowering our tenants and leaseholders to get involved in housing-related decisions. Every council tenant or leaseholder is welcome to engage with us.

You get to decide whether you want to participate in a one-off session or make a long-term commitment, whether you have five minutes or more to spare, we offer a range of opportunities to fit different interests and availability.

Our resident involvement team is also here to support you in finding your area of interest and getting involved. Each area has its own dedicated resident involvement officer—you can find their details on your noticeboard or contact us if you're unsure.

You can sign up to get involved via our website:  
**[www.croydon.gov.uk/housing/information-council-tenants/resident-involvement](http://www.croydon.gov.uk/housing/information-council-tenants/resident-involvement)**

Email: **[residentinvolvement@croydon.gov.uk](mailto:residentinvolvement@croydon.gov.uk)**

Call: **020 8726 6000 ext. 44524**

*Get involved*

*Register your interest  
by visiting our  
resident involvement  
webpage*

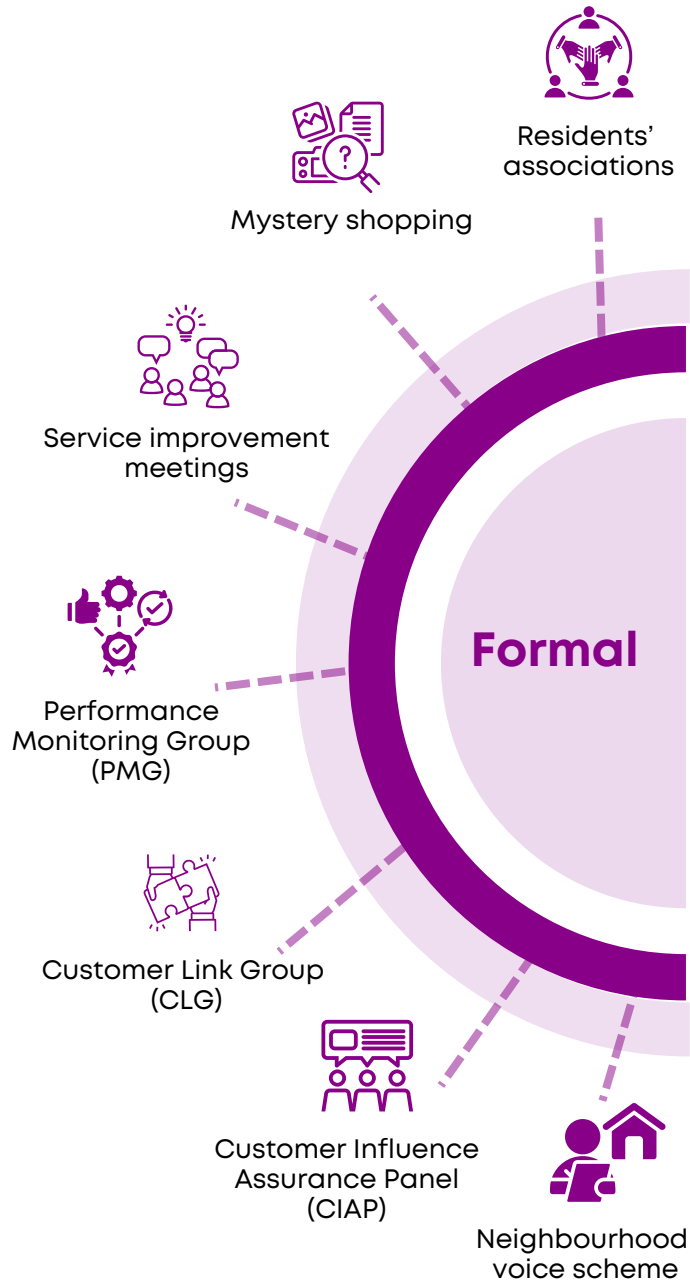
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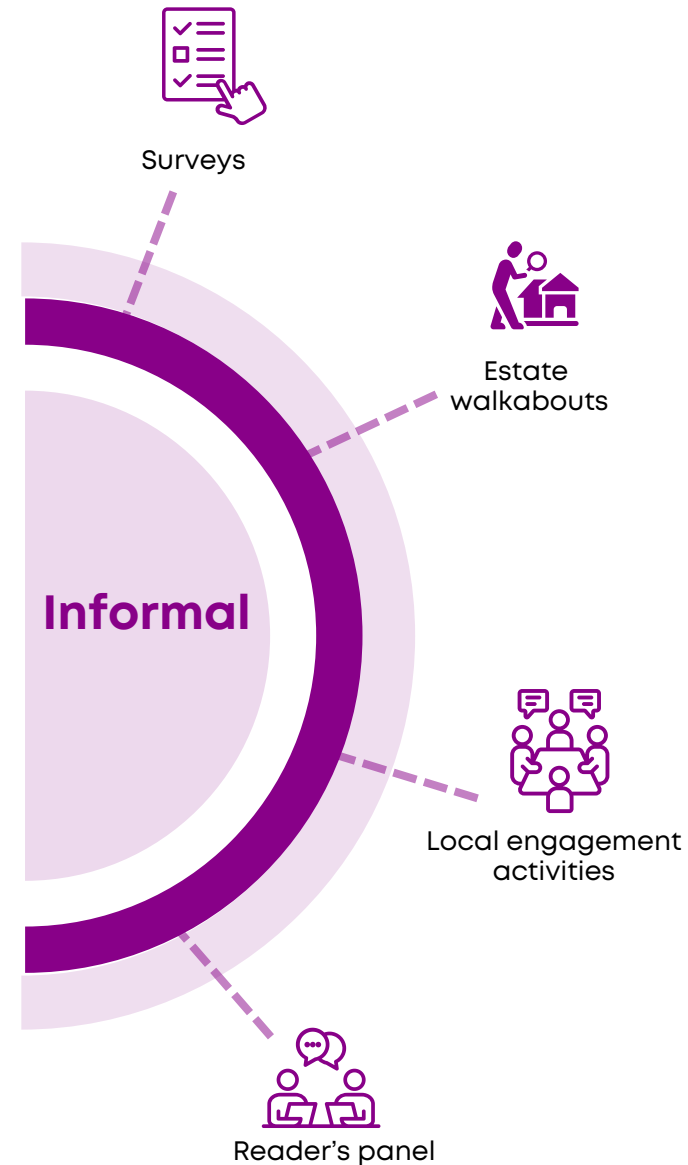
# OPPORTUNITIES TO GET INVOLVED

## Formal involvement Pathways (structured & ongoing participation)

These are opportunities for residents to take an active, long-term role in influencing housing services



## Ways to get involved



## Informal involvement Pathways (flexible & occasional engagement)

These are more accessible, one-off or low-commitment ways for residents to share their views.

# FORMAL INVOLVEMENT

## Customer Link Group (CLG)

The Customer Link Group is all about being the voice of your community. As a member, you will chat with neighbours, listen to what matters most to people in your area and bring those insights back to the main resident panel (CIAP).

It's a great way to make sure real-life experiences and local views shape how services are delivered. If you enjoy connecting with others and want to make a difference where you live, this is the perfect place to start. It's a great stepping stone if you are new to resident involvement but want to make a meaningful impact.



Feedback, discussion



Team-based



Rolling basis



Monthly



In-person & online



Register online/  
email/call us\*

## Customer Influence Assurance Panel (CIAP)

The CIAP is our flagship resident panel—made up of dedicated tenants and leaseholders. As a member of the CIAP, you will have a say in how housing services are run. You will help review services, review performance data, and influence key decisions that impact residents.

It's a chance to work directly with senior managers and directors, making sure resident voices are heard at the top. We recruit new members every two years through a simple application and interview process—looking for people from all walks of life who care about the service and their community.



Strategic, operational



Team-based



Two year-term



Bi-monthly meetings



In-person & online



Formal application

## Residents' associations

Residents' associations are a great way to work together with neighbours to improve your block or estate. If there's already one in your community, get involved and have your say. If not, we can help you set one up! Just contact the resident involvement team for support.



Evaluative



Team-based



Rolling basis



(Bi-)monthly, quarterly



In-person & online



Register online/\* email/call us\*

\*See page 8 for contact details or to find out more.

# FORMAL INVOLVEMENT - continued

## Performance Monitoring Group (PMG)

As part of the Performance Monitoring Group, you will team up with staff to review how well key services are performing—looking at things like how quickly repairs are done, how complaints are handled and what satisfaction surveys are telling us.

You will help spot patterns, raise questions, and suggest changes that can make a difference for residents. It's a great way to get under the bonnet of housing services and help drive improvements that matter.



Operational, evaluative



Team-based



Rolling basis



Quarterly



In-person



Register online/  
email/call us\*

## Service improvement meetings

Take part in focused working groups that look at a specific service or issue. These "task and finish" groups bring together residents with recent or relevant experience to help design practical improvements.



Operational, evaluative



Individual



Ad hoc



Occasionally



In-person & online



Register online/  
email/call us\*

## Neighbourhood voice

As a Neighbourhood voice, you are the eyes of your estate. Each month, you will carry out a quick inspection of your block and surrounding areas—rating the quality of our cleaning and grounds maintenance services. You will then submit your feedback either online through our Photobook app, or by returning a form via pre-paid post—whichever suits you best.

It's a flexible and rewarding way to help ensure that your estate is tidy and well maintained.



Feedback, evaluative



Individual



Rolling basis



Monthly



In-person



Register online/  
email/call us\*

## Mystery shopping

As a mystery shopper, you will test our housing services anonymously—like calling the customer service line, sending an email, or visiting an office—and then tell us how it went. Your feedback helps us spot what's working well and what needs to change.



Feedback, evaluative



Individual



Rolling basis



Occasionally



In-person & online



Register online/  
email/call us\*

\*See page 8 for contact details or to find out more.

# INFORMAL INVOLVEMENT

## Surveys

Quick, targeted surveys sent by text, email or phone to gather feedback on specific services. Your responses help us understand what's working and what needs to change.

 Feedback, evaluative	 5 - 15 minutes
 Individual	 Online & phone
 Ad hoc	 Register online/ email/call us*

## Local engagement activities

Get involved—right on your doorstep! From pop-up days and drop-in sessions to block meetings and residents' forums, there are plenty of relaxed, local events where you can have your say.







These are friendly spaces to ask questions, share feedback, chat with staff, or swap ideas with neighbours about how to improve your estate. Just keep an eye on your notice board and come along—no need to sign up in advance!

 Discussions, workshop	 Occasionally
 Team-based	 In-person & online
 Ad hoc	 Register online/ email/call us*

## Estate walkabouts

Estate walkabouts are a great way to have direct influence on how your estate looks. Together, you will identify issues like fly-tipping, broken lighting, overgrown green spaces and communal repairs. It's a hands-on way to work together and see visible improvements in your neighbourhood.

Any resident on the estate is welcome to join. Dates for the estate walkabouts are published on your notice boards.

 Feedback, evaluative	 20 - 30 minutes
 Individual	 In-person
 Ad hoc	 Register online/ email/call us*

## Readers' panel

Members of this panel help us ensure our written communications are clear, accessible and resident-friendly. You will review materials such as newsletters, policies, letters, and information booklets—making suggestions to ensure they're easy to understand and inclusive for everyone.

 Feedback, evaluative	 Occasionally
 Individual	 In-person & online
 Ad hoc	 Register online/ email/call us*

\*See page 8 for contact details or to find out more.



# WHAT'S IN IT FOR YOU?



## Influence decisions

Help shape the services that matter to you. We will make sure your views are heard, valued and used to improve how things are done.



## Make a difference

Play an active role in shaping and improving local services and your community. Your voice matters — and your actions can lead to real change.



## Learn new skills

Gain valuable experience in communication, teamwork and decision-making — all useful for work, volunteering, and everyday life.



## Connect with others

Meet neighbours and residents from different backgrounds and organisations. Share ideas, build relationships and strengthen your local network.



*See the next page for how to register your interest to get involved*



### Training

We will support you every step of the way with friendly, practical training. Whether you're new to getting involved or already have experience, we will help you feel confident in your role and grow your knowledge at your own pace.

We can also tailor sessions to meet your needs — including extra support for those who speak English as an additional language or prefer different learning styles.

### Resources

You will have access to useful materials, guides, and support to help you get the most out of your involvement.

Resources can be adapted or translated to suit your preferences, and we're always happy to work with you to make sure everything is accessible and inclusive.

# REGISTER YOUR INTEREST TO GET INVOLVED



*Want to register your interest online?*



Visit:

**[www.croydon.gov.uk/residentinvolvement](http://www.croydon.gov.uk/residentinvolvement)**



*Do you want to talk to a resident involvement officer?*



Call us:

**020 8726 6000 ext. 44524**

Or contact your local resident involvement officer. Their details should be on your notice board or you can scan the QR code to find out: **[www.croydon.gov.uk/tenancy-lookup](http://www.croydon.gov.uk/tenancy-lookup)**



*Need printed information or need support getting involved?*

*Let us know!*

Email: **[residentinvolvement@croydon.gov.uk](mailto:residentinvolvement@croydon.gov.uk)**

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