

Frequently Asked Questions – Tenant Focus Group

Q: What is the purpose of the Tenant Focus Group?

A: The Tenant Focus Group is designed to gather valuable insights and feedback from tenants on specific topics. This helps us improve services, shape policies, and enhance the overall performance of HCBS.

Q: How often will the Tenant Focus Group meet?

A: The group will meet every 2-3 months, with meetings potentially being hybrid or alternating between online and in-person, depending on tenant and staff availability. Additionally, update emails with information for upcoming meetings will be sent every 4-6 weeks.

Q: Who can join the Tenant Focus Group?

A: Any tenant named on the tenancy agreement who is not in arrears or in breach of their tenancy can join the group.

Q: What kind of topics will be discussed in the meetings?

A: Topics can include community issues, service improvements, policy changes, and any other matters that affect our tenants. Consultations and surveys may also be conducted between meetings, with results discussed and action plans agreed upon with relevant Council teams.

Q: Will I receive any training to participate in the group?

A: Yes, we will provide training to help you effectively contribute to the discussions and activities of the group. Training may take place before the group begins its work and will likely be ongoing.

Q: How can I apply to join the Tenant Focus Group?

A: You can apply by completing the Expression of Interest form on our HCBS website. Our website address is: <https://www.haringeycbs.co.uk/>. If shortlisted, you will be invited to an informal interview for 15-20 minutes with the Board Chair and Society Secretary. We will give you 2 – 3 weeks' notice of the date.

Q: What is the format of the interviews and meetings?

A: Online interviews will be 15-20 minutes long, with 3-4 questions and time for the tenant to speak about themselves. An in-person welcome meeting will be 45 minutes long, informal, and may take place in the early evening depending on availability.

Q: Will there be any staff presentations?

A: Yes, staff presentations may be organised as part of the training or as needed to help with the work the group will be doing.

Q: What if I have specific concerns or complaints?

A: You can raise any specific concerns or complaints during the meetings, or you can contact our team (Lisa, Angela, Suna) directly for any help.

Please visit our website for more information and get to know more about HCBS.