



Readers Group Role Profile

We will send out our new or 'under review' written documents to the members of the Readers Group, via email or post. The member will then respond with their changes, comments or approval via email or post (a self-addressed envelope will be supplied for this purpose). If no response is received by the Marketing and Communications Team within 7-10 calendar days, they will assume that the group member has no revisions and is happy with the content of the written document.

Who can be part of the Readers Group?

Any resident living in a Network Homes property can join the Readers Group. We are always looking for residents who wish to help us improve our services. We are also looking to attract residents from all backgrounds and age groups.

What training and skills do I need?

No formal qualifications are needed but the following skills would be useful:

- A good command of both written and oral English
- An interest in improving the services that Network Homes offer
- An understanding and respect of confidentiality
- An eye for detail
- You will need to be able to meet deadlines
- be honest and constructive

How much time would I need to be part of the Readers Group?

The role is very flexible in terms of time. However, we do ask that you take on at least two tasks every year, each task only needing at most two hours of your time. We also ask that you attend an initial training session.

What's in it for me?

Becoming a member of the Readers Group with Network Homes is a rewarding opportunity. You are able to provide us with important feedback and help us improve the communication we send out to all of our residents.

The specially designed training course will equip you with or help improve your skills in organisation, communication and attention to detail.

Adhering to your tenancy agreement

Involved residents shape services, monitor performance, agree actions for service improvement and hold Network Homes to account. It is therefore important that involved residents lead by example in adhering to the conditions of their tenancy agreements. The expectation for all involved residents is that they:

- are not in arrears, or if so must have a payment plan in place,

- do not commit anti social behaviour (ASB).

Arrears

If you fall into arrears please speak to your income officer as soon as possible. Payment plans can be agreed and arranged with the Income team. As long as the payment plan is being followed then involvement may continue.

ASB

Anyone subject to investigation and found to be responsible for high level antisocial behaviour, will not be permitted to participate in involvement opportunities with immediate effect.

Being found to be responsible for low level ASB may be temporarily excluded from involvement activities. This will be considered on a case by case basis taking into account the nature of ASB and the individual's history of anti social behaviour.

The above applies to all, regardless of tenure.

How do I become a member of the Readers Group?
To apply to be a member of the Readers Group, or for more information, please contact the Resident Engagement Team on 0300 373 3000 or email get-involved@networkhomes.org.uk.