

Resident engagement and empowerment

Your voice counts

Working together to shape
Hillingdon housing services

**I feel
listened to**

**I can make
a difference**



HILLINGDON
LONDON

[www.hillingdon.gov.uk/
help-shape-services](http://www.hillingdon.gov.uk/help-shape-services)

Welcome

At Hillingdon Council, we believe that tenants and leaseholders are central to everything we do. Your lived experience, ideas and feedback helps us design better services, improve neighbourhoods, and build stronger communities.

This booklet explains the different ways you can get involved in shaping housing services, influence decisions and work in partnership with us. Whether you want to attend an occasional event or play a more active role, there is an opportunity to suit your interests, confidence level and availability.

Why get involved?

By getting involved, you can:

- influence how housing services are delivered
- share your experiences to help improve standards
- hold the council and its contractors to account
- learn new skills and build confidence
- meet other residents and strengthen your community
- help ensure services reflect the diverse needs of residents.

Your voice matters and your involvement helps to drive meaningful change.

How to get involved

We offer a range of flexible opportunities so you can take part in a way that works for you.

You can:

- join regular meetings, estate inspections, panels, or forums
- take part in one-off workshops or engagement events
- join a Special Interest Group and the Scrutiny Panel
- become a Tower Block Champion
- take part in consultations
- review and co-create policies, procedures and strategies
- share your views online, by phone, in writing, or face-to-face.



There is no minimum commitment – every contribution makes a difference.

Special Interest Groups (SIGs)

Special Interest Groups focus on key areas of housing and community services. They bring residents and officers together to discuss issues, review performance, and co-design improvements.

► Repairs, planned works and maintenance

This group focuses on quality, timeliness, and communication around repairs and maintenance services. Members share lived experiences and help improve standards and customer satisfaction.

► Neighbourhood management

Work with housing officers to improve tenancy support, helping people settle into their homes, keep their homes, and access support to improve their wellbeing.



► Anti-social behaviour (ASB)

Help shape the look, feel, and safety of your neighbourhood. Topics include estate services, cleaning, grounds maintenance, ASB and local improvements.

► Compliments, complaints and learning

This group helps the council learn from feedback, complaints, and compliments. Members identify common issues, check how well services are working, and suggest ways to make them better while following council policies and Housing Ombudsman standards.

► Caretaking, grounds maintenance and green spaces

Bringing residents together to work with the council to improve caretaking and grounds maintenance. Members share feedback, report issues, improve communication, and find better ways for residents to report problems and help improve services.

► Reviewing policies and procedures

Residents work with housing managers to improve the rules and processes that affect tenants, making sure they are fair, clear, and meet residents' needs.

Resident Panels

► Scrutiny Panel

Residents review how housing services are working, look at policies, and make suggestions to improve services and ensure the council is delivering what residents need. They work directly with the senior housing managers.

► Building and Fire Safety Panel

This panel focuses on building safety, fire safety, and future safety plans, ensuring resident concerns are heard and addressed.

► Accessibility and Editorial Panel

Help make sure the council's information is clear, easy to understand, and available to everyone. Members help create information for residents and improve how the council communicates with them.



Leaseholder Forum

The forum is for leaseholders living in council properties. It brings leaseholders and council officers together to share views, discuss concerns and help shape policies and services. It gives leaseholders a chance to have their say and help shape decisions that affect them.

Hillingdon Independent Living Forum

Hillingdon has 19 independent living schemes. The forum represents residents living in age-restricted accommodation and is chaired by elected resident representatives.

The forum focuses on:

- support services
- safety and wellbeing
- community activities
- independent living.

Residents are welcome to attend forum meetings, even if they are not scheme representatives, to find out more about the forum and how they can get involved.



Assembly for Older People

The assembly is a welcoming place for older people to find out about services, get advice, meet others and share ideas.

We are always happy to welcome residents to join our Steering Group meetings, share ideas and help shape the topics for discussions.



Assembly for People with Disabilities and Carers

This is an inclusive space for disabled people and carers. You can get advice, meet others and talk about local services.

Transport can be arranged and a British Sign Language interpreter is available on request.

Please join our Steering Group to help shape discussion topics.

Meet the Contractor sessions

These sessions happen when major works are planned in your home or building.

At these sessions you can:

- meet contractors and council officers
- learn about the work and timings
- ask questions and raise concerns
- receive clear contact details for ongoing communication.

Tower Block Champions

Tower Block Champions are residents who care about their buildings and communities. They act as a link between residents and the council, helping identify issues early and support local engagement.

Champions receive training and ongoing support and play a vital role in improving communication and building stronger neighbourhoods.



Tenant and Leaseholder Engagement Conference

Tenants and leaseholders come together at our annual conference to reflect on progress and shape the future of housing services.



The conference is planned and organised with residents and includes:

- updates on council services
- the impact of resident involvement
- interactive workshops
- networking and shared learning.

It is an important opportunity to celebrate achievements and influence future priorities.

Housing Newsletter

Our quarterly e-newsletter for tenants and leaseholders helps you stay informed and connected. It includes:

- service updates and performance information
- resident lived experiences
- opportunities to get involved
- highlights from panels, forums, and events
- updates on council rules and processes.

To sign up to receive the e-newsletter, visit

 www.hillingdon.gov.uk/enews.

Previous editions can be viewed at

 www.hillingdon.gov.uk/housing-newsletter.

You can also receive the newsletter by post. To request a copy, email

 residentempowerment@hillington.gov.uk or call  01895 277038.

HAVE YOUR SAY

Make a difference
in your community



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 www.hillingdon.gov.uk/have-your-say

 customerengagement@hillington.gov.uk

 01895 277038



Not sure where to start?

We would love to hear from you.

The team can talk you through the options and help you choose what works best for you.

@ residentempowerment@hillington.gov.uk

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Together, we can shape services that work better for everyone.

Resident engagement incentives and expenses

We value the time and experience that residents bring to helping improve our housing services. Depending on your level of involvement, you may be eligible to receive incentives and support to help you take part. This can include reimbursement for travel costs, childcare, and other reasonable expenses, so that everyone has the opportunity to get involved.



Support with translations

If you would like to receive this information in another language, please contact us on  01895 277038.

Urdu

اگر آپ یہ معلومات کسی دوسری زبان میں حاصل کرنا چاہتے ہیں تو براہ کرم ہم سے 01895277038 پر رابطہ کریں

Punjabi

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਰਮੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਰਤਾਰ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01895 277038 'ਤੇ ਸੰਪਰਕ ਕਰੋ.

Gujarati

જો તમે આ માહિતી બીજી ભાષામાં પ્રાપ્ત કરવા માંગતા હો, તો કૃપા કરીને અમારો સંપર્ક કરો
ટેલિફોન 01895 277038

Hindi

यदि आप यह जानकारी ककसी अन्य भाषा में प्राप्त करना चाहते हैं तो कृपया हमसे टेलीफोन 01895 277038 पर संपर्क करें

Somali

Hadii aad rabto macluumaad dheerad ah, oo habkale loo dhigey fadlan nala soo xidhiidh nambarka 01895 277038

