

Your new tenant committee

A tenant committee is a group of people, like you, that tell us what they think about our services and help us do better.



We are setting up your **tenant committee**. This is a group of people who are tenants like you. They will help us make good decisions about your home and the way we do things.



We need tenants, like you, to join the committee. Someone who supports you can join, too. We want you to talk with other tenants to check that we are a well-organised housing provider.



We need you to look at the results of our **Tenant Satisfaction Measures** to see how we are performing. This is the government's way of finding out if we are being a good landlord. We will show you how to do this.



We want you to help us make our services better and understand our **complaints process**. This is how people let us know they are unhappy with something in their home or with our services.



If you become a committee member, you can help check we are meeting our **regulatory and legal standards**. This means that it is set in law how we should work. We will teach you.



We will need you to come along to meetings, sometimes online and sometimes in person. You can bring your support worker or an advocate with you. We will pay you for your time if you want us to.



You need to care about other people and their homes. You will learn a lot about how RWP works as a landlord. It's an exciting time to get involved and you will have a warm welcome.



Would you like to join your tenant committee? You need to let us know and have a chat with our friendly team. You can email us at governanceteam@progressgroup.org.uk or call us on 0333 320 4555. We can't wait to hear from you!