



Resident Quality Champions

What are Resident Quality Champions?

Resident Quality Champions are residents who have received special training to be able to inspect our services. Resident Quality Champions then report back to our Resident Local Panels to make recommendations about how to improve our services.

Who can be a Resident Quality Champion?

Any of our residents can be a Resident Quality Champion, as long as they are interested in finding out more about how Network Homes operates, and in making constructive recommendations to our Resident Local Panels.

The role is open to Network Homes residents only and requires a lot of commitment throughout the working week, as scheme inspections are carried out between 8:00am – 6:00pm Monday to Friday. It may suit someone who is not currently working but looking to learn new skills and who is happy to work alone. No academic qualifications or prior surveying experience is necessary.

What skills will I need?

You will need commitment and the enthusiasm to drive service improvement. The inspections are resident led, so if you think you can ask probing questions and make recommendations, then this is the role for you. Typical activities champions will be required to take part in will include:

- Liaising with Network Homes staff
- Talking to other residents
- Researching best practice
- Writing reports

How much impact will this have?

Your findings will be reported to our Resident Local Panels and will be used to shape our services to ensure they work for our residents.

What's in it for me?

Becoming a Resident Quality Champion with Network Homes is a rewarding opportunity. You are able to provide us with important feedback and help us improve services for 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 Resident Quality Champion?

To apply to be a Resident Quality Champion, or for more information, please contact the Resident Engagement Team on 0300 373 3000 or email get-involved@networkhomes.org.uk.