

## **The "Menu of Involvement"**

Level of Involvement				Type or Involvement	
* = Low Level of Involvement (occasional contact)				I=Information	
** = Medium Level of Involvement (occasional meetings)				F=Feedback	
*** = High Level of Involvement (regular meetings)				C=Consultation	
**** = Very High Level of Commitment (regular and adhoc meetings)				P=Participation	
				D=Decision Making	
The Subject	Level of Involvement	Who can get involved	Type of Involvement	What issues might be discussed or addressed	Time Involved
Leaflets, Tenants Handbook	*	All Tenants and Leaseholders	I,F,C,P	General information regarding all service areas	0.5 hours per month
Garden Competition	*	All Tenants and Leaseholders	P	Improving the appearance of the community	1 hour per week
Surveys and Satisfaction Returns	*	All Tenants and Leaseholders	I,F,C,P	All service areas	1 hour per month
Complaints and Compliments	*	All Tenants and Leaseholders	F	Complaints and compliments on services	1 hour per year
Estate Walkabouts	*	All Tenants and Leaseholders	I,F,C,P	Environmental issues affecting each estate	2 hours per quarter
Ground Maintenance Inspector	**	All Tenants and Leaseholders	I,F,C,P	Monitoring the effectiveness of the Ground Maintenance team	2 hours per month
Tenant/ Resident Association	**	All Tenants and Leaseholders	I,F,C,P	Local issues	2 hours per month
Sheltered Users Forum	**	All Tenants in Sheltered Units	I,F,C,P	Issues and events affecting the Sheltered Units	2 hours per quarter
Service Improvement Groups	**	All Tenants and Leaseholders	I,F,C,P	Developing all service areas	1 hour per month
Tenant Shareholder	**	All Tenants	I,F,C,P,D	Attend and vote on issues raised at AGM	2 hours per year
Cestria Reference Group	***	All Tenants and Leaseholders	I,F,C,P	Consultation on services, issues and events.	2 hours per month
Cestria Board	****	Tenant Board Member	I,F,C,P,D	Approving Policies and Service Changes	14 hours per month