

Tenant involvement



LMH is a tenant-led organisation. We have tenants at the heart of everything we do and involve them in decision making at every level.

We welcome the opportunity to work with you as a tenant and your tenant's association representatives to improve the quality of the service we provide.

Our board of management has 15 members and eight of these positions are held for tenant board members. This means tenants make up a majority on the board.

We also have area boards operating in each of the five housing areas. Tenant representation on the area boards is the same as the main board, with at least eight places being held for tenants.

There are a number of ways you can get involved and have your say in how LMH and your housing services are run. You can:

- join your local Tenants and Residents Association
- attend local meetings, events and forums
- take part in an interest, improvement or review group
- complete customer survey forms
- join our online forum by emailing myviewscount@liverpoolmh.co.uk
- become a Mystery Shopper - and help measure our performance against customer expectations
- apply to become an area board tenant member
- apply to become a main board tenant member
- take part in Estate Walkabouts - join a Neighbourhood Officer on a walk around an estate to identify areas of concern
- fill in satisfaction cards following work in your home.

If you would like to participate in neighbourhood activities, we can supply a list of the tenant and resident groups who are active in your area. However, if you can't join in we will let you know what is happening in your community via local meetings, events and newsletters.

For more detailed information on how to get involved, please contact:

The Tenant Involvement Service

Liverpool Mutual Homes

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