

Welcome to my Voice



We're really excited for you to join us. Your role is key to improving the services that we offer and you'll be making a real difference by becoming an involved tenant or resident.

To help you get your voice heard we'll:



Arrange travel or pay for your expenses when you're attending a meeting in person. (Ask for our expense policy if you'd like to know more).

Over the next few weeks you'll get a call from the team. We will have a chat and find out a bit more about you. We'll also arrange your training and fill you in on what we do. Before we get started we need to let you know a few things.



Give you any training or support that you need.



Respond to your messages within 3 working days.



Give you all of your meeting dates at the start of each month. We'll let you know if any extra dates come up.



Let you know as soon as possible if a meeting is cancelled. (There must be four tenants or residents for a meeting to go ahead but we'll have the final say).



Send you the information you need in advance so you can prepare for a meeting.

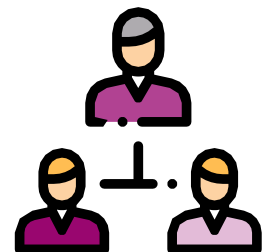


Aim to give you at least 1 weeks' notice of a meeting taking place.



Get in touch to see how we can help you attend more if you miss 2 meetings in a row.

Talk to you individually at least once a year, to see how things are going within your group.

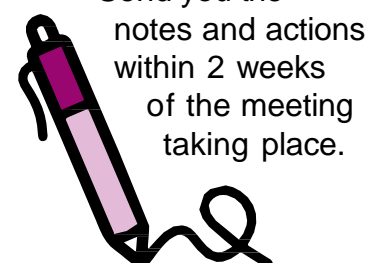


Invite relevant staff to meetings.

It's important that My Voice is accessible for all tenants regardless of who they are.

With your explicit consent we'll use the information we hold about you (including your age, gender and ethnicity) to review the make up of our groups and make sure they are representative of our wider tenants.

You can read our [Privacy Notice - Midland Heart](#) for more information.



Send you the notes and actions within 2 weeks of the meeting taking place.

We'll need you to:



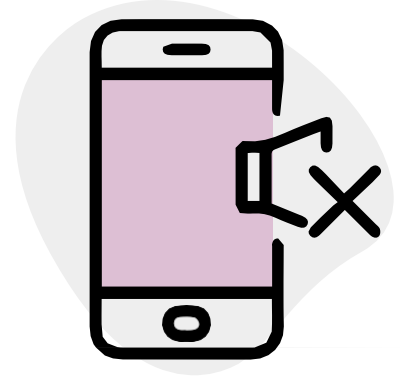
Confirm your attendance at least 2 days before a meeting or event.



Be ready to start the meeting on time and let us know if you're running late.



Avoid walking through our buildings by yourself.



Put devices on silent. If you need to leave a meeting please do so quietly.



Be open and honest in any conversations about 'My Voice'.



Treat any information given to you as confidential, do not share it.



Keep conversations relevant to the topic we're discussing, if you need to tell us about something personal do so after the meeting.



Give us feedback to help make your involvement experience better.



Make suggestions to help us improve. (We know we don't always get everything right).

Respect other people's opinions, listen and don't interrupt. It's ok if you don't agree but we expect everyone to be treated fairly. (We can support you with this).



The formal bit:



We won't provide special treatment to involved tenants and residents. All tenants and residents must report concerns in the usual way. You shouldn't use your involvement to resolve personal issues.



If you're offered any high value gifts, loans, rewards or benefits as a result of your involvement please decline them and let us know.



Make sure you tell us if there are conflict of interests to declare in relation to any involvement activities you are part of so we can review the best course of action to take.



You will be required to resign from your involvement if you are no longer a tenant or resident of Midland Heart or you become an employee of Midland Heart or one of its contractors



If you've been a member of a group for three years, you may be asked to step down or change groups to allow new members to join.



You can be part of more than one group however you cannot join My Impact and My Scrutiny at the same time.



Meetings are only arranged and facilitated by the Tenant Engagement & Scrutiny Team.

You must act as an ambassador to Midland Heart which means you should:



Not disclose any information given to you, use it for personal use or represent Midland Heart to any media, unless given permission.



Not make personal comments, swear, be abusive, offensive or use demanding or threatening behaviour or language towards other customers, staff or tenants and residents.



Not consume alcohol or take illegal drugs or substances just before or during meetings or on location with us.

The formal bit:

All our staff are subject a Code of Conduct and Behaviour and Standards Framework. If you're unhappy with the conduct or behaviour of any of our staff let us know and we'll investigate in line with our Complaints policy.

If we don't follow the rules:

We want our meetings to be positive and a safe environment for everyone involved. If any of the rules aren't followed a member of staff will speak to you to resolve any issues. Depending on the seriousness we may give you a verbal/written warning or a ban you from involvement for a specific period of time. If you want more details of how we deal with breaches to our rules, let us know.

If you don't follow the rules:

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I confirm that I have read and accepted the above.

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I agree to the use of my personal and sensitive data to monitor the diversity of tenants engaged in My Voice

Name:

Signature:

Date signed: