



torus

“Have
your
say!”

we’re
listening”

Want to make a difference? **All you need is a voice**

We want your voice at the heart of everything we do. Your thoughts, opinions and ideas can help shape our business, improve our services, strengthen our communities and create places and opportunities everyone can be proud of.

Whether you're reviewing services, evaluating policies, looking at customer experience or improving our neighbourhoods, there are plenty of ways to have your say.

This leaflet highlights some of the key ways in which you can volunteer to get involved and they're open to all tenants and leaseholders. You don't need experience. **All you need is a voice.**

“
Have
your
say!
We're
listening
”



your Landlord your Say!

Landlord Operations Committee (LOC)

Working alongside the Torus Group Board, and comprising of tenant volunteers, our LOC meets quarterly to focus on customer service standards and performance. **Training provided.**

Torus Shareholder

If you have been a tenant or leaseholder for more than 12 months and have been actively engaged with Torus, you can apply to become a shareholder and attend the Annual General Meeting and other shareholder events.

Scrutiny Panel

This panel will monitor and scrutinise Torus services, they will meet regularly to review findings and make recommendations for improvements to service delivery. **Training provided.**

Policy Consultant Volunteers

Have your say on the services that matter to you by reviewing new or existing policies. This can be by an online form, a virtual session or in person.



The Development Panel

This panel will meet regularly to look at a variety of development functions such as standard house types, specifications, new home user guides and any other customer-focused development issues.

Complaints Panel Member

Support Torus to monitor and improve how customer complaints are handled. The panel will be involved in reviewing the complaints policy, looking at complaints journeys and supporting Torus to learn from complaints and improve the customer experience.

Green Initiatives Forum

The forum will meet on a regular basis to discuss environmental and home initiatives. As a panel member, you will be able to give your views and suggestions to improve the Torus Green agenda.

Diversity and Inclusion Panel

This group plays an important part in ensuring the services we provide meet the needs of our diverse communities. The group meets on a bi-monthly basis and helps to shape and improve Torus services.

your Home your Say!

Tenant Inspectors

A group of volunteers who inspect all Torus services and report back on the strengths, weaknesses and areas for improvement.

Training provided.

Mystery Shoppers

Test our services and help us improve. Choose how often you take part and where. As a Mystery Shopper, you'll look at a variety of services like the Torus Customer Hub, logging repairs, making complaints, using online services and more.

Torus Talk

Our closed Facebook Group is open to all tenants and leaseholders and gives you a chance to feedback on our services through the surveys and consultations that we post online. You can be as active as you like.

Feedback Surveys

We regularly send out surveys, usually after you've used one of our services. Completing these surveys and letting us know about your experience plays a vital role in helping us improve.

your Neighbourhood your Say!

Community Investment Fund Panel Member

Torus Foundation, Torus's charitable arm, help fund community projects through their Community Investment Fund (CIF).

Our Community Investment Fund Panel meets regularly to review all CIF applications and help decide which will benefit Torus tenants and communities the most.



Making it easier for you to have your say

Training

We don't want anything to get in the way of you having your say on Torus-ran services. That's why we are pleased to provide training for specific roles, as well as ongoing support from our Tenant Voice team.

Equipment

In addition to training to help with specific Tenant Voice roles, we are pleased to be able to supply our volunteers with the digital equipment needed for you to have your say from the comfort of your own home.

Whether you're a Torus tenant, resident, leaseholder, or shared owner, we encourage you to have your say by getting involved in any of the activities mentioned in this leaflet. Some of these opportunities are virtual and others face-to-face - contact us to find the right opportunity for you.

***Put us to the test &
make a difference***

Get Involved



Make your voice heard.

If you're interested in any of the roles in this leaflet and are keen to get involved, or would like to know more, we'd love to hear from you.

Email tenantvoice@torus.co.uk and we'll get back to you or call **0800 678 1894** and ask to speak to the Tenant Voice team.