

Residents can get involved without leaving home ...

Mystery Shopping: take part in a team examining Soha's services by posing as customers.

Time commitment: half-day training. 10 Mystery Shops by phone calls, emails, letters or visits.

Incentive*: £40 shopping voucher and free training.

Readers' Group: we ask residents to look at our publications and leaflets to see if they are easy to read, understand and have the right layout.

Time commitment: low.

Incentives: £5 voucher for each leaflet or publication reviewed.

News Team: write and produce the *Tenants' Times* newspaper so that other tenants know what's going on.

Time commitment: medium (three meetings a year). You can write your reports from home.

Incentive: £10 shopping voucher.

Online

Get involved in social media conversations on Soha's Facebook group *Soha Social and Events*.

Residents can get involved within their communities ...

Community lunches/suppers: consultations over a meal at the local community centre or sometimes pub!

Time commitment: low (1 –2 hours).

Incentive: free meal and drink.

Estate walkabouts: join our Neighbourhoods Officers as they walk your area.

Time commitment: low.

Incentive: £5 shopping voucher.

Fun Days and events: we organise great family days out or local events usually in the Summer. Why not join us?

Time commitment: low.

Incentive: a free event prize draws and competitions.

Residents' Groups and Associations: meet other residents, improve your local area and get your voice heard!

Time commitment: medium.

Incentive: set-up grant and annual donation.

Youth Projects: young residents' chance to tell us what's on their mind.

Time commitment: low, medium and high.

Incentive: depends on the project (training, CV skills, voucher ...)

Residents can get involved working at Soha Offices (or nearby) ...

Disability Action and Awareness Group: The Disability Action and Awareness Group (DAAG) represent the interests of Soha Housing's disabled residents. By putting forward the views of disabled people it contributes to the continuous improvement of Soha's services.

Time commitment: medium

Incentive: £5 shopping voucher per meeting

Focus Groups: one-off discussion groups on Soha's services.

Time commitment: medium.

Incentive: £10 shopping voucher.

Seniors' Group: The purpose of this group is to represent views and seek to continuously improve services for older residents

Time commitment - medium

Incentive—£5 voucher per meeting

Shared Owners ...

You can get involved from home, in your community and at Soha's offices. We want to give the opportunity to shape the future involvement of Shared Owners so why not join the *Soha Shared Owners Facebook* group?

Time commitment: as much or as little as you want.

Incentive: dependent on involvement and where it takes place (socials, focus groups, online)

Higher level involvement ...

Board of Management: residents who want to get involved at a corporate level.

Time commitment: high.

Incentive: annual remuneration.

Members' Forum: the elected representatives of Soha's residents. Consulted on Soha's policies and service delivery with a formal role to monitor how well Soha is performing.

Time commitment: high.

Incentive: training, £50 shopping voucher.

Portfolio Holders: Forum members who have an interest in particular service areas (such as customer services) and become the Forum's specialist advisers on that subject.

Time commitment/incentive: as for Members' Forum.

Scrutiny Group: these residents check to see if Soha is meeting the aims and objectives of the corporate plan and the plan for individual services.

Time commitment: high.

Incentive: training, £50 shopping voucher per review.

