

# Resident Engagement

## Formal Engagement

## Informal Engagement

**Bespoke Service Activities**  
(e.g. Procurement, Development, Asset Management)

**Neighbourhood Walkabouts**

**Resident Involvement Network**

**Board**

**Voids Inspectors**

**Residents Associations and Community Groups**

**Make-a-difference Days and Events**

**Focus Groups**

**Customer Focus Committee**

**Virtual Resident Advisors**

**Community Partnerships and Networks**

**Community Development Projects**

**Surveys and consultations**

**Resident Review (Resident Led Scrutiny)**

**Mystery Shopping**

**Strategic Partnerships**

**Environmental/Community Improvement Projects**

**Drop-in Surgeries**

- Strategy
- Policy
- Scrutiny
- Service Improvement

- Holding services to account
- Collaborative working with PCH

- Local issues
- Community leadership
- Long term joint working

- Tidy up and improve communities
- Community building
- Project based

- Share views and ideas
- Feedback and listening
- Resident led

More time and commitment required

Less time and commitment required