Resident Engagement

Formal engagement

Board	**Bespoke Service Activities** (e.g. Procurement, Development, Asset Management)	**Residents Associations & Community Groups**	**Community Walkabouts**	**Resident Involvement Network**
Customer Focus Committee	**Voids Inspectors**	**Community Partnerships & Networks**	**Make-A-Difference Days & Events**	**Focus Groups**
Resident Review (Resident Led Scrutiny)	**Resident Communication Advisors**	**Strategic Partnerships**	**Community Development Projects**	**Surveys & Consultations**
	Online Resident Communication Advisors		**Environmental/ Community Improvement Projects**	**Drop in Surgeries**
	Mystery Shopping			
Strategy Policy Scrutiny Service Improvement	Holding services to account Collaborative working with PCH	Local issues Community leadership Long term joint working	Tidy up & improve communities Community building Project based	Share views & ideas Feedback & listening Resident led

Informal engagement

More time & commitment required — **Less time & commitment required**