

Frequently Asked Questions

What tenant engagement opportunities do we offer?

You can sign up to become a Saffron Community Member, Community Members can be involved with as much or as little as they like. Activities include:

- Meeting virtually with our Executive Team and Board twice a year.
- Taking part in community triangles in your local area.
- Receiving invitations to workshops.
- Task and Finish Groups and other tenant activities.
- Receive online surveys.

When you become a Saffron Community Member you can apply to join one of our two tenant groups.

Tenant Scrutiny Group

The group look at tenant feedback from our monthly Customer Satisfaction Surveys, and our quarterly Tenant Satisfaction Measures survey (TSM), the group also reviews complaints. From this information they decide what they would like to scrutinise in more detail. Some of the things they have done and are doing include:



- Shadowing our call handling team to understand the tenant journey.
- Reviewing our Damp & Mould information and creating a leaflet.
- Approached by staff and management to give their views on a variety of matters, recently they gave feedback in relation to our sustainability strategy and our development strategy.

Tenant Communication & Support Group



The group look after the Saffron Tenant Facebook Group, this is a page run by tenants for tenants and Saffron Housing Trust have no influence with the page or group, they provide advice and support to tenants on the page. If they recognise a service failure they can liaise with the Tenants and Communities Team to look into the matter in further detail. The group are also invited to attend staff training and meet with managers, the group did a day's training with Corgi around safety including gas, electrical testing, and fire.

What do we offer to help tenants who are part of the tenant groups?

- We cover mileage at the government rate of 0.45p per mile.
- We provide transport for tenants who do not drive or have a car, we also cover the cost of public transport.
- We cover the cost of childcare or dependants care to ensure all tenants are able to attend.
- We offer training and coaching to members. This includes scrutiny and communication as well as any other training an individual may want i.e. IT training. We offer a bespoke coaching course through an outside company.

- We provide a laptop on a loan basis. The laptop can be used for personal use as well as for Saffron activities.
- We provide refreshments during meetings, for longer meetings we provide lunch.

What time and where are the meetings for the groups?

Meetings are held at Victory House, Tharston or Saffron Barn, Long Stratton. Both buildings have parking, wheelchair access and a hearing loop. The buildings are cleaned regularly, and we have facemasks and hand sanitiser available for anyone wishing to use them. The groups meet four times a year face to face usually on a Sunday daytime for 6 hours. They have four virtual meetings a year via MS Teams these are approximately 2 hours. There's usually something going on every month, virtually or face to face and you can decide what you would like to be involved in.

Other events and activities for Saffron Community Members vary between weekday daytime and weekday evening, we try and offer a variety of face to face meetings and online meetings.



What do I need to commit to?

You will need to attend the four face to face meetings a year and the four virtual meetings a year. You will have your own Saffron email address and will need to read your emails and respond to them at least once a week. You will be emailed documents that relate to the meetings in advance and should read them where possible. You will help recruit tenant nominated places on the Board. As a member of the Tenant Communication & Support group you will need to work with the group chair to manage the Tenant Facebook Page.

What experience do I need to have?

The only experience you need is being a Saffron tenant. What we need is people who are motivated to make positive changes to Saffron for the benefit of all our tenants. You should be able to work in a group and listen to the views of others as well as being happy to share your experiences. You will be reading and writing reports, looking at data and using IT, we will provide support and training. For the Communication & Support Group you will need to have some knowledge of social media or a willingness to learn.

What happens to the group's feedback?

The group chairs meet quarterly with our Service Quality Committee to provide verbal updates on what the groups have been doing. They also write written reports and make recommendation for changes to the services Saffron provide. The Service Quality Committee can approve changes and where changes cannot be made, they will provide an explanation as to why. The Service Quality Committee are Board Members and independent members, they have a direct link to Saffron board.

Meet the team

The Tenants and Communities Team are here to support you. Emilie, Mauricette, and Rebecca will organise meetings, transport, and refreshments. They will attend meetings, take minutes, offer advice and guidance. They are here to help you get the most out of your time in the group, they will listen to feedback and ensure everyone is made to feel included, heard and enjoy their time volunteering with us.

