



FAQ

FREQUENTLY ASKED QUESTIONS



SAFFRON TENANT GROUP OVERVIEW



The Saffron Tenant Group works closely with Saffron, to improve and influence positive changes for tenants and residents, shaping services and holding Saffron accountable. The group ensures that the views of a broader range of tenants and residents forms part of the decision making processes, and are consulted during the review of new policies, procedures and communication.

WHAT YOU WILL BE PROVIDED WITH

- A £25 voucher per attendance at each of the 10 Group Meetings a year (up to £250 total)
- We cover mileage at the government rate of 0.45p per mile
- We cover transport costs, including public transport and taxi's
- We cover the cost of childcare or dependants' care to ensure everyone has the opportunity to attend the Group Meetings
- We offer training to individual members and the group. This may include scrutiny training, IT training and other appropriate training to support you in the role
- We will provide a laptop on a loan basis
- Opportunities to attend conferences and networking events.

What time and where are the meetings?

The Group meets 5 times a year in-person on a Sunday daytime for 4 hours.

These meetings are held at Jubilee Place, Wymondham or Saffron Barn, Long Stratton.

Both buildings have parking, wheelchair access and a hearing loop. They also have 5 virtual meetings a year via MS Teams from 6.00-7.30pm on Thursdays. The Group does not meet in August or December.

What do I need to commit to?

You will need to attend 5 face-to-face meetings a year, and 5 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 provided documents that relate to the meetings in advance. These should be read prior to the meeting.

You will help recruit tenant-nominated places on the Board.

**What
experience do I
need to have?**

The only experience you need is being a Saffron Tenant.

We are looking for people who are motivated to make positive changes to Saffron for the benefit of all 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.

**What happens
to The Group's
feedback?**

Members of The Group meet quarterly with our Service Quality Committee to provide verbal updates on what the group has been doing.

The Group also provide written reports and make recommendation for changes to the services Saffron provide.

The Service Quality Committee approves changes and explains any that cannot be made. It consists of Board Members and independent members with a direct link to the Saffron board.

TENANT AND RESIDENT ENGAGEMENT AND INFLUENCE STRUCTURE

