

**HOMES FIRST**



# Getting Involved

## Induction Guide 2025



# Welcome

**We believe tenants already have many of the skills and the knowledge needed to be involved, because tenants are experts at living in social housing.**

This guide aims to give tenants who are new to Homes First or to being involved all the information they might need to participate in decision making alongside a good understanding of how Lewes District Council and Eastbourne Borough Council operate. Tenant groups are best placed to make local improvements and wherever possible we offer training and support to enable residents to participate.

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# HOMES FIRST

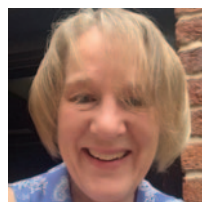
Homes First delivers a range of housing services to tenants and leaseholders. These include the allocation of homes, neighbourhood housing management, managing homelessness on behalf of the both councils, and the customer experience.

## Three teams operate within Homes First:

- The Neighbourhood Housing team looks after day-to-day tenancy and estate management, block inspections and also provides housing support to local residents.
- The Housing Options and Wellbeing team deals with homelessness, choice-based lettings, and private housing support.
- The Customer Experience and Performance Team manages complaints and other enquiries, reviews policies and procedures and supports and enables tenant involvement.

The range of work and initiatives delivered by Homes First is extensive and also includes the services delivered on behalf of Eastbourne Housing Investment Company Limited, the Lewes Housing Investment Company Limited and the Aspiration Homes Limited Liability Partnership, via a Service Level Agreement with each company.

The Customer Experience and Performance team is made up of four officers who look after tenant involvement and help tenants have their say on how Homes First delivers its services and improves neighbourhoods. The team also provides information about how services are delivered in tandem with opportunities for involvement in decision making and shaping services.



**Nikki Wickham**

(Customer Experience and Performance Improvement Lead)

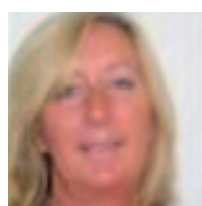
Nikki leads the Customer Experience and Performance team and the tenant involvement service. She oversees the tenant involvement strategy and approach and helps steer the development of new involvement activity.



**Jo Damian**

(Tenant Involvement Manager)

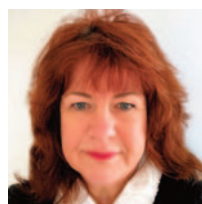
Jo manages the day-to-day work of the tenant involvement team and supports LET (Listening to Eastbourne Tenants), Eastbourne Residents Voice, The Consumer Standards Groups, and co-ordinates community improvement spending in Eastbourne. She also manages our surveys and works on policy revisions.



**Ruth Tahsin**

(Specialist Advisor)

Ruth co-ordinates the Tenant Scrutiny Team, supports the Tenants of Lewes District and other Tenant Resident Associations. She also arranges community events and tenant training.



**Justine Swann**

(Tenant Involvement Officer)

Justine produces publications like Tenants' Open Voice and information guides. She also handles social media and the website, coordinates community improvement spending in the Lewes District and manages recruitment to the Virtual 300.





## Lewes District Council

**Lewes District Council** has 41 councillors who are elected by residents living within the district. Nine of the councillors lead on one of the designated portfolios listed below:

- Finance and assets
- Regeneration and prosperity
- Sustainability
- Recycling, waste, and open spaces
- Performance and people
- Communities and customers
- Planning and infrastructure
- Tenants and those in Housing Need
- Tourism and devolution

One of the nine also acts as the Leader of the Council and together they meet as the Council Cabinet eight times a year. The Cabinet works closely with senior Council staff and other councillor sub-committees to manage the needs of the business, make key decisions, and agree recommendations which are tabled at full council meetings for approval.

The Council has overall responsibility for the management of 3244 homes in the Lewes District and for the building of new Council homes. The Council also manages the annual Housing Revenue Account (HRA) budget which details the yearly housing income derived from tenant rents, alongside housing expenditure.

Two Lewes District Council tenants are elected from the Tenants of Lewes District (TOLD) to represent tenant views at Council Cabinet meetings, and the lead councillor with the Tenants and those in Housing Need portfolio is invited to TOLD meetings.



**Eastbourne Borough Council** has 27 councillors who represent the nine wards that make up the Eastbourne Borough. Councillors are elected by those registered to vote in their wards. The Cabinet is chaired by one elected as Leader of the Council, and like the Lewes District, some members of the Cabinet have portfolios which they are responsible for. The Cabinet member portfolio roles are:

- Leader of the Council and Chair of Cabinet
- Responsibilities aligned with the Chief Executive

- Financial Services
- Tourism and Culture services
- Direct Assistance services
- Climate change, place services and special projects
- Disabilities and community safety
- Housing and Homelessness

The lead councillor with the Housing and Homelessness portfolio is invited to meetings held by LET (Listening to Eastbourne Tenants).

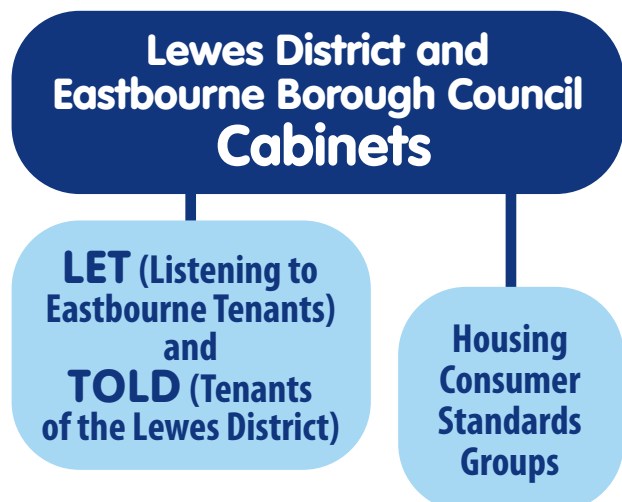


You can see who your councillors are in both **Lewes** and **Eastbourne** areas by using the search word 'councillor' in the 'Search our website' field on our website:

[www.lewes-eastbourne.gov.uk](http://www.lewes-eastbourne.gov.uk)

## Tenant Involvement Governance Structure

Homes First believes tenants are our customers, and we aim to empower tenants by placing them at the heart of everything we do. To make this possible, we offer a range of involvement opportunities to enable tenants to influence decision making through robust governance, because involving tenants is central to delivering great outcomes to make sure communities thrive. We also recognise the important role tenants play in ensuring we deliver value for money with effective, efficient, and accessible services.





## CUSTOMER FIRST

**Customer First** are the main point of contact for customers on the telephone, online chat, or via ELLIS the Chatbot. The team deals with all casework across the Councils except housing related work which is managed directly by Homes First. The team are also responsible for income recovery including Council rents, Housing Benefit and Council Tax.

## ENVIRONMENT FIRST

**Environment First** manage all the waste and recycling services across the Councils. If issues arise with bin collections, street cleansing or anything else waste related such as fly tipping this team can help. You can report any problems online: [www.lewes-eastbourne.gov.uk](http://www.lewes-eastbourne.gov.uk) by asking ELLIS or by calling the main Council telephone numbers: **(01273) 471600** – Lewes District or **(01323) 410000** – Eastbourne.

## Green Consultancy Team

The **Green Consultancy Team** look after communal gardens and green areas such as recreation grounds and play parks. They are responsible for grass cutting, shrub maintenance and tree safety, and employ contractors to maintain these areas to prescribed standards. Any problems can be reported online: [www.lewes-eastbourne.gov.uk](http://www.lewes-eastbourne.gov.uk) This team also oversees projects like wildflower planting to encourage bees and other wildlife to flourish in communities.

## NEIGHBOURHOOD FIRST

**Neighbourhood First** are a team of officers who work to improve neighbourhoods. They act as the link between the Councils and the community, and work with volunteers, groups, and other Council staff to maintain the quality of the environment. Neighbourhood First advisors can help with a range of issues including dog fouling, littering and street cleaning, abandoned vehicles, and fallen trees. Neighbourhood First also carry out inspections of streets, and the communal areas in blocks of flats.

Garden Waste

Refuse

Recycling



## Property Services

**Property Services** look after the maintenance of the council's combined housing stock and are responsible for:

- Responsive and emergency repairs (including the call centre)
- Voids management Aids and adaptations
- Asset investment strategy
- Stock condition inspections
- Planned and preventative maintenance
- Statutory health and safety compliance
- Leasehold management

You can report any repairs online: [www.lewes-eastbourne.gov.uk](http://www.lewes-eastbourne.gov.uk) or by calling the main Council telephone numbers: **(01273) 471600** – Lewes District or **(01323) 410000** – Eastbourne.



# Introducing the consumer standards

Following the tragic Grenfell Tower fire in 2017, the Government committed to making changes to the consumer regulation of social housing, and in April 2024 new consumer standards came into force to strengthen the accountability of landlords in regard to providing safe homes, quality services and treating residents with respect.

There are four standards, 20 'required outcomes' and a further 61 'specific expectations', which gives us plenty to regulate. To put it simply, the new standards have been designed to protect tenants and improve the service they receive.

The Regulator of Social Housing (RSH) has new powers that allow it to use a proactive consumer regulation driven approach which will involve inspections and the power to downgrade housing providers that fail to comply. Homes First will be subject to four-yearly inspections by the Regulator, who will grade us based on how well we are meeting the requirements of the new consumer standards.

**The four main consumer standards are:**

- **Transparency, Influence, and Accountability Standard**

This requires us to be transparent and treat all tenants fairly and respectfully so that everybody can access services equally. Tenants must be able to voice their concerns where necessary, influence decisions, and hold Homes First accountable. This new standard also requires us to collect and report annually on performance using a core set of Tenant Satisfaction Measures (TSMs) that provide key information to allow tenants to easily scrutinise our performance.

**What are Tenant Satisfaction Measures?**

Tenant Satisfaction Measures (TSMs) are collected by Homes First to show our performance delivering repairs and maintenance, complaints handling, respectful and helpful engagement and building safety. TSMs are there to help tenants scrutinise our performance and show where we can improve our services. For more information search using 'tenant satisfaction measures' on [www.gov.uk](http://www.gov.uk).

- **Safety and Quality Homes Standard**

This focuses on making sure that Homes First understands the condition of all of its homes and that we make use of this information to provide safe, quality homes. Homes First are required to deliver repairs, maintenance and planned improvements in an effective, efficient and timely manner, and be clear on our health and safety responsibilities.

- **Tenancy Standard**

This looks at how we let homes, as well as the requirements for managing our tenancies.

- **Neighbourhood and Community Standard**

This requires Homes First to engage with all relevant parties to ensure tenants live in secure, well-maintained neighbourhoods and feel safe in their homes.



# The A – Z of involvement

**We believe every tenant matters, and that every tenant has a voice.**

- **Annual Reporting Working Group**

This group is linked to the Communications Panel and helps us decide what to include in our annual reporting on performance, and how it is presented.

- **Chat cafes**

Sometimes we ask residents to join us at a local community café or online with a cuppa to talk about local issues that matter to them.

- **Communications Panel / Armchair Advisors**

This group make sure our magazines and reports are as easy to read as possible. We use the feedback we are given to help us review drafts before they are published and steer future publications.

- **Community pop-ups**

As often as we can, we bring together Council teams and their contractors to work together, discuss local issues and provide services to an estate at community pop-up events.

- **Consumer Standards groups**

The Consumer Standards groups comprise officers and tenant representatives who meet to monitor the Councils' compliance with the Social Housing regulations.

- **Customer Journey Mapping**

Sometimes we ask tenants to help us evaluate our services to make sure we are delivering in line with agreed standards by discussing their actual experience of a service in detail.

- **Eastbourne Residents Voice +logo**

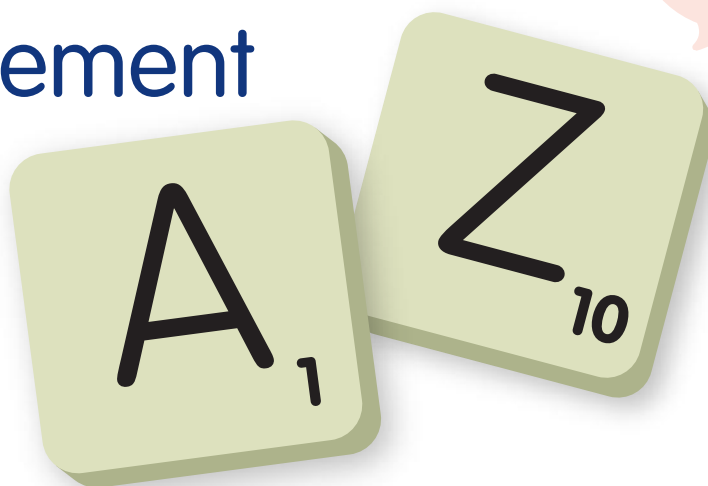
The Eastbourne Residents Voice group is there to support LET's work and identify community improvement work that can be funded. Anyone is welcome to attend their meetings.

- **Focus Groups**

We sometimes run informal one-off discussion groups online or face to face to help us to look deeper into the customer experience in relation to key areas, such as our repairs service.

- **Listening to Eastbourne Tenants (LET)**

LET meets quarterly to review and influence policies, services, and performance. The group also oversee a pot of money that can be used for community improvements. Members are elected at an open meeting in the Autumn.



- **Love Clean Streets**

The Love Clean Streets mobile app can be used to make us aware of any environmental problems when you are out and about.

- **Quality Checkers**

We are looking at ways of involving residents in quality checking services like communal cleaning service in blocks and retirement schemes.

- **The Retirement Housing Forum**

This is a joint forum made up of representatives from retirement housing schemes in Eastbourne and Lewes. New members are elected each year from individual schemes.

- **Surveys & questionnaires**

Sometimes we use surveys and questionnaires to ask you what you think. Surveys can be sent by post, by telephone, text, or email.

- **Tenants of Lewes District (TOLD)**

TOLD represents the views of tenants in the Lewes District and meets on a quarterly basis with key Council officers to discuss current housing issues, Homes First performance and influence decision making. The committee, which is elected each year, also manages a community improvement budget for project funding in the community.

- **Tenant and Resident Associations**

There are several tenant resident associations operating in the Lewes District that you can join, or we can help you set up your own.

- **The Tenant Scrutiny Team**

This group is made up of tenants who conduct in-depth reviews of service areas. Reviews have included how we deal with communal repairs, complaints handling, void property management and how damp and mould issues are addressed.

- **The Virtual 300**

The Virtual 300 is a group of tenants who share their views from the comfort of their own homes through online consultations.

# How tenant groups work

Most of our tenant organisations, are created with a set of rules called a constitution. This includes information on how the group is set up, how often it meets, who it represents, and what it aims to achieve. Tenant groups usually elect a Chair, a Secretary and sometimes a Treasurer to run the organisation. Everyone has a part to play, and all members can contribute to the group's success. Summarised below are the key responsibilities for officer roles and for everyone else taking part in meetings. There is also a 'code of conduct for meetings', which sets out ground rules for behaviour during meeting.

## Officer roles and responsibilities

### The Chair

The Chair is the person that makes sure things get done, but they do not have to do everything.

#### In meetings, the Chair:

- Welcomes and introduces newcomers
- Ensures the group has agreed common aims and knows what they are
- Keeps the group on track with the meeting agenda and to time
- Ensures meetings are orderly and observe the group's own rules (constitution)
- Helps find common ground in any discussions
- Makes sure that everyone gets the chance to take part in discussion
- Ensures that when decisions or actions are agreed, they are noted and carried out
- Reports back to the group on progress on agreed decisions and actions

#### Outside of meetings, the Chair:

- Prepares the meeting agendas with the help of the secretary, in line with the constitution
- Ensures other committee members are carrying out their tasks, offering support where necessary
- Remains informed of all activities being carried out on behalf of the group
- Checks the minutes of the meeting for accuracy before they are distributed
- Makes any necessary decisions between meetings after consulting with other committee members



### The Secretary

The Secretary is responsible for the administration tasks of the group. **In meetings, the Secretary:**

- Keeps a record of who attends meetings
- Takes meeting notes (called minutes), and ensures that actions and decisions are recorded, noting who is doing what and by when
- Asks the Chair for clarification on any points/actions that are unclear
- Makes sure that any correspondence received by the group is reported at meetings
- Records the date and time of future meetings

#### Outside of meetings, the Secretary:

- Checks the accuracy of the minutes before they are sent out
- Circulates the agreed minutes to members as soon after the meeting as possible.
- Makes sure that people are invited to meetings
- Books meeting venues and invites guest speakers where necessary
- Prepares the agenda for meetings, adding timings if needed
- Assists the Chair with any follow-up work
- Ensures that the frequency of sessions meet the group's constitution.
- Writes and receives letters on behalf of the group.
- Makes sure all information relevant to the group is kept safe and meets data protection guidelines
- If there is a treasurer, they manage all financial matters, ensuring funds are handled properly and responsibly

### Other committee members and attendees

- Support the Chair and Secretary at meetings
- Share the responsibility for any new actions and roles – e.g. publicising successes
- Help out at meetings and make new members feel welcome
- Prepare for meetings by reading any information given in advance and by carrying out any actions they have agreed to do
- Understand the rules and aims of the committee and its constitution



# Code of Conduct

All residents, staff and guests at meetings are expected to adhere to a code of conduct which is there to make sure:

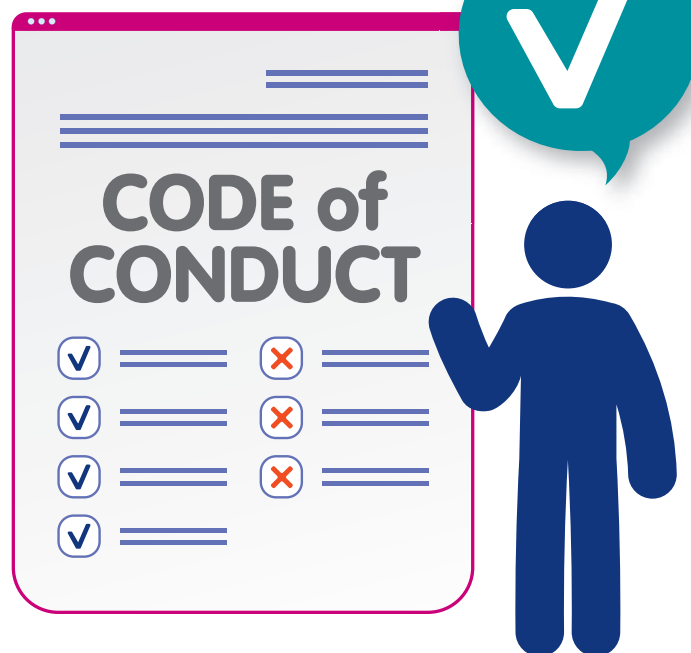
- People feel welcome and able to contribute
- That meetings are run in an inclusive and business-like manner
- The highest standards of behaviour are maintained

## Anyone attending meetings must:

- Conduct themselves in a reasonable manner
- Welcome new members and make them feel comfortable
- Before attending, read any papers relevant to the agenda
- Do their best to arrive on time
- Not attempt to disrupt the meeting or attend meetings under the influence of alcohol or illegal drugs
- Keep mobile phones switched off except when an emergency situation is anticipated
- Keep to the subject under discussion and contribute accordingly
- Treat everyone fairly, and respect equality and diversity by not discriminating unlawfully or unfairly against any person
- Not use discriminatory language or make derogatory, inflammatory, or personal remarks about other people
- Not harass, bully, threaten, intimidate, or assault others
- Respect the right of other people to speak without interruption and allow everyone the opportunity to speak
- Respect the views and opinions of others and accept that these may not always be the same as their own
- Adhere to the Chair's instructions and decisions
- Not discuss issues described as 'confidential' with any person or body outside the meeting
- Not seek to raise individual issues or complaints, unless time is set aside specifically for this purpose

Where a resident has a personal interest in a matter to be discussed, they should declare it so that other people at the meeting can decide if the resident should leave the session while it's discussed. NB this does not apply to interests held by residents generally, such as the quality of Homes First services.

Where there is potential or an actual cause to stop someone from attending meetings because of their behaviour, or if an individual treats a member of a group between meetings in a way that is likely to



cause them to feel uncomfortable about attending future meetings, the Head of Homes First can consider suspending the individual from attending one or more meetings pending an investigation.

## Once an investigation has taken place, the outcome could be to:

- Take no action
- Give a warning to the individual
- Place conditions on further attendance at meetings
- Exclude the individual for a period of time from attending any or all meetings
- Have the behaviour investigated by the police or other agency, and/or take action for breach of tenancy or lease, and/or (for members of staff) instigate disciplinary or capability proceedings
- Take other appropriate action where necessary

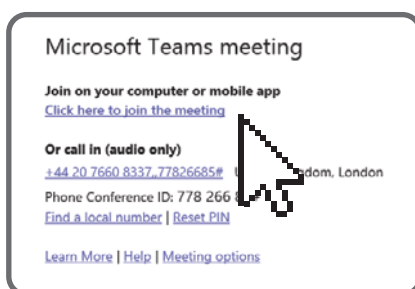
The Head of Homes First might also exclude an individual from attending meetings if there is reason to believe they might be a risk to the safety or wellbeing of others at the meeting. If an individual breaches the code repeatedly and/or seriously, the other members of the tenant group can vote to exclude the individual. The Head of Homes First also has the right to exclude a person who has breached the code in a very serious or persistent way from all meetings for a period of time. If the Chair is in breach of the code, the lead Council officer for that meeting can enforce the code of conduct as if they were the Chair, and if demanded by a majority of those present, a vote of no confidence in the Chair will be held at the start of the next meeting, with due notification being given of this to all members of that group.

# Using Microsoft Teams

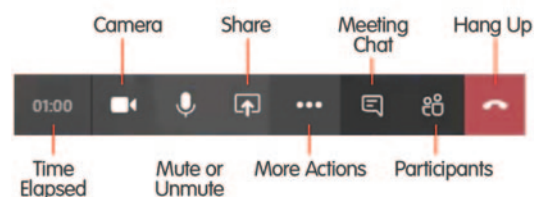
These days, many of our meetings use Microsoft Teams to give people the option of joining in the session from home if they prefer. You can join in the meetings by accessing Microsoft Teams on a laptop, tablet device or even a smart phone. Microsoft Teams is compatible with most modern web browsers, including Microsoft Edge, Google Chrome, Mozilla Firefox, and Safari. For the best experience, it's recommended to use the latest versions of these browsers. You can also access Teams through the web browser version, which is available on Microsoft Edge, Chrome, Firefox, and Safari.



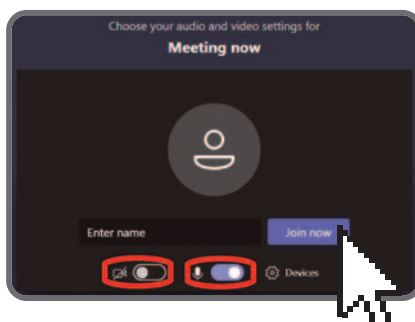
If you've asked to attend a tenant group meeting using Microsoft Teams, you'll receive an email, usually from the tenant involvement team, with information on how to join. Look out for a message link in the email in blue writing with 'Click here to join the meeting'.



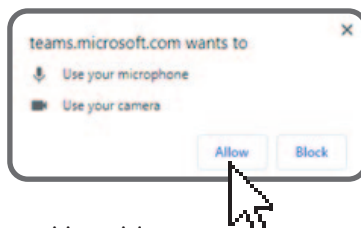
Whilst you are in the meeting a Microsoft Teams toolbar will display – if it disappears, simply move your cursor (mouse) on the screen and it will re-appear. There are several different functions served by the toolbar, which are –



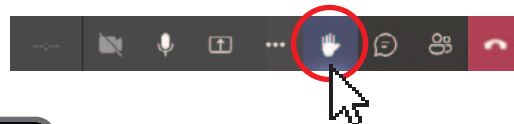
When you click on the link, a page will open on your browser and you'll see a **Join Now** button. Simply enter your first name and then click the **Join Now** button.



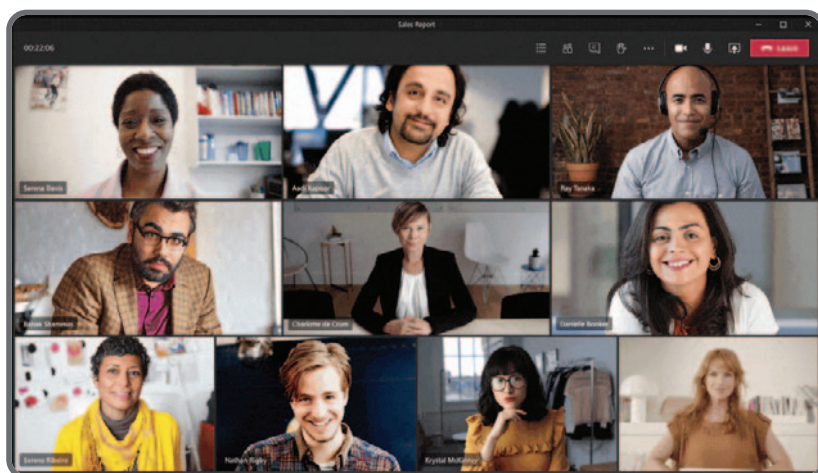
The **camera** and **microphone icon** at the bottom should both be on, but you might see a message like the one here. If you do, select 'Allow'.



When the meeting starts you may be asked to turn off your microphone whilst you're not speaking. To do this just click on the turn audio/on off microphone as shown on the toolbar. When the microphone symbol has a line through it, it is muted so others in the group cannot hear you. To unmute, simply click on the icon again.



You will now be in the meeting and be able to see the other participants...



In most cases there will also be a hand icon on the tool bar.

If you want to make a comment during the meeting, just click on the hand icon and everyone at the meeting will see that you have raised your hand. The Chair will then invite you to speak. You can press the hand icon again to lower your hand once you have finished speaking.

# How we keep information safe

## Data Protection

In the UK, General Data Protection Regulation (GDPR) from the Data Protection Act 2018, applies to the processing of UK residents' personal data.



### What is personal data?

This is any information that could be used to identify someone such as –

- Identity data – name, title, date of birth, marital status, gender, or unique identifiers (such as your National Insurance number).
- Contact data – home or business address, email address and contact telephone numbers.
- Financial data – financial and payment information such as your bank account details.
- Communications data – this includes preferences in how someone likes to receive information and communications, for example, whether they wish to receive information about other services we provide.

It is important that any personal data that can be used to identify a person is kept securely. As an involved resident, you might have access to personal data / information, so it is important that you have an understanding of GDPR and are familiar with our 'Privacy Notice' on the joint website: [www.lewes-eastbourne.gov.uk](http://www.lewes-eastbourne.gov.uk)

We collect personal information to:

- Help us deliver the service requested.
- Enable us to meet legal obligations and statutory functions.
- Confirm an identity so we can provide a service.
- Contact you by post, email or by telephone.
- Understand your needs so we can provide a requested service.
- Update your customer record.
- Prevent and detect fraud and corruption.
- Consult, inform, and gauge your opinion on our services when agreed in advance.
- Protect individuals from harm or injury.

## Equality and Diversity

The communities we serve are made up of different people who have individual needs, requirements, and expectations. It's therefore the Council's responsibility to ensure that services are delivered in ways that promote equality of opportunity and meet the needs of all communities. Homes First are committed to meeting the legal duties of the Equality Act 2010 and supporting and celebrating the different communities which make up our vibrant villages and towns. You can find out more about the Council's approach to Equality and Diversity on the website - [www.lewes-eastbourne.gov.uk](http://www.lewes-eastbourne.gov.uk) – by searching for 'equality and diversity'.

Equality is not about treating people the same, it's actually about changing things to allow everyone to be able to access the same goods,

services, and opportunities that everyone else enjoys. To achieve this, tenant representatives need to understand the needs of different people and work to make sure the services provided are accessible to everyone.

Diversity is about celebrating and recognising the contribution of everyone.

Think about making a cake...

- \* **No eggs** - the cake won't bind together
- \* **No flour** – the cake won't rise
- \* **No sugar** – it'll taste bad
- \* **No butter** – the cake will be dry and hard

You need all the different ingredients to make a good cake and it takes different people to make a good community. If you take anything away, you'll have something that's not very nice. A community that doesn't use all its resources and talent, a community that people don't want to live in, a community that starts to build barriers. Diversity helps to build a community that people will hopefully enjoy and want to be part of.



# Glossary

**glossary** / noun / 1. An alphabetical list of words relating to a specific subject with explanations.

- **Aspiration Homes Limited Liability Partnership (AALLP)**

Aspiration Homes acts as the asset holding vehicle for affordable housing properties developed through the EHICL and LHICL commercial development programmes.

- **Chair**

The person in charge of a meeting (used as a neutral alternative to chairman or chairwoman).

- **Constitution**

A set rules and ideals which dictate how a group is organised and governed.

- **Consumer Standards**

These are housing related standards to ensure you have a safe, secure, and well-maintained home, with clear communication and good service from Homes First.

- **Council Cabinet**

The Council Cabinet is the main decision-making body of the local council. Each Cabinet member is responsible for particular areas of council business - this is known as their portfolio.

- **Senior Caseworker**

A Senior Caseworker is the lead officer on complex cases. Senior Caseworkers usually have a specialism, such as housing.

- **Councillor**

Councillors are elected to the local council to represent their own local community, and must either live or work in the area.

- **Eastbourne Housing Investment Company Limited (EHICL)**

EHICL was set up to enable the Council to undertake non-Housing Revenue Account (HRA) development and provide a financial subsidy to support the delivery of affordable homes.

- **Housing Officer**

A housing officer manages rented properties and supports tenants. They handle a variety of tasks including compliance with the tenancy agreement and address any tenant concerns.

- **Housing Revenue Account**

The Housing Revenue Account is a record of revenue expenditure and income derived from rents from the local authority's own housing stock.

- **Internet Browser**

An internet browser, also known as a web browser or simply a browser, is a software program that lets you view web pages on your computer. You can think of your browser as your gateway to the internet.

- **Leader of the Council**

The Leader of the Council is the elected Chair of the Cabinet and appoints other councillors as Cabinet members.

- **Lewes Housing Investment Company Limited (LHICL)**

LHICL was set up to enable the Council to undertake non- Housing Revenue Account (HRA) development and provide a financial subsidy to support the delivery of affordable homes.

- **Minutes**

Meeting minutes are notes that are recorded during a session. They highlight key issues that have been discussed, actions proposed or voted on, and activities to be undertaken.

- **Microsoft Teams**

Microsoft Teams is a communication platform developed by the company Microsoft to provide a chat and video conferencing application.

- **Officer**

An officer is a member of the Council staff such as a Senior Caseworker, Retirement Housing Advisor or Specialist Advisor.

- **Portfolio**

Cabinet members are councillors with special responsibilities over an area of the council's activities, such as tourism or climate change. Their area of responsibility is known as their portfolio.

- **Regulator of Social Housing (RSH)**

The RSH is an independent body responsible for regulating social landlords like Homes First in England. The RSH is there to make sure social landlords are well-managed, financially stable, and meet certain standards to provide decent, safe, and energy-efficient housing for tenants.

- **Retirement Housing Advisor**

A Retirement Housing Advisor deals with the day-to-day administration at Retirement Housing Schemes.

- **Secretary**

The Secretary supports the Chair to ensure the smooth functioning of a tenant committee.

- **Service Level Agreement**

A service-level agreement (SLA) is a commitment between the provider of a service and a client. Aspects such as quality, availability and responsibilities are agreed between the service provider and the service user.

- **Specialist Advisor**

A Specialist Advisor provides customer-focused specialist advice on a range of services such as Tenant Involvement for example.

- **Tenant**

A tenant is a person who occupies land or property rented from a landlord like the Council.

- **Tenant Satisfaction Measures**

These help the Regulator of Social Housing and tenants assess how well Homes First is doing to meet tenant needs and provide quality services.

- **Treasurer**

The Treasurer watches over all aspects of financial management and works closely with other members of the tenant committee.

You can reach the **Tenant Involvement Team** by emailing us at:

**[tenant.involvement@lewes-eastbourne.gov.uk](mailto:tenant.involvement@lewes-eastbourne.gov.uk)**

or by contacting us individually if you prefer:

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