

Menu of Options - ways for tenants and residents to get involved...



Our 16,000+ tenants and residents are encouraged and enabled to engage with Apex and their community in a variety of ways. Our 'Menu of Options' allows tenants and residents to engage in a way that best suits them.

Options include responding to surveys, attending community information events or scheme meetings; or joining the 'Interested Tenant Register'.

Connected Tenants

Tenants who want to be more actively involved in their community and with Apex are supported as a 'connected tenant', with help and regular updates from their Tenant Engagement Officer.



Connected tenants can be as involved as they wish and can choose one or more of the following



Engage with Apex as an individual

Tenant & Resident Surveys

Have your say on a range of service areas by completing our surveys.



Community Events

Attend events throughout the year to find out what's happening in your area, e.g. fun days.



Interested Tenant Register

Join your local register of tenants to get notifications for events and meetings in your area, or at Apex.



Everyday Conversations

Your day-to-day conversations with front line staff will be captured and used to improve services.



Scheme Meetings

Supported living tenants and residents can find out what's happening, provide feedback and ask questions.



Estate Walkabouts

Join Apex staff on estate walkabouts to highlight areas where there is room for improvement.



Event Organiser

Co-ordinate fun days, events or days away for your community.



Meet the Manager Events

Meet senior management to share your views on the supported living service provided to your loved ones.



Estate walkabouts take place annually

Menu of Options -

ways for tenants and residents to get involved... *continued*

Further levels of engagement

Connected tenants also have the option to get involved as part of a feedback group, or at community level.

Connected tenants can become a member of the Tenant Network, joining other connected tenants at quarterly meetings to represent the views and interests of their communities.

The Tenant Panel provides an additional level of engagement that offers members the opportunity to have a voice at the top of the organisation.

Contact Apex's Tenant Engagement Team:

10 Butcher Street
Derry~Londonderry
BT48 6HL

6 Cromac Place
The Gasworks
Belfast
BT7 2JB

Tel: 028 7130 4800

Email contacts:

engage@apex.org.uk (*general*)

engageSL@apex.org.uk (*supported living*)

www.apex.org.uk

Engage with Apex as part of a feedback group

Apex's community engagement team provides opportunities to join small tenant groups focused on helping to improve Apex's services:

Focus Groups/Service Reviews

Join others to discuss Apex's services and help recommend improvements.



Quality Assurance

Contact Apex without revealing your identity and rate the service you receive. Training is provided.



Tenant-led Inspections

Help inspect a particular service to ensure it is of good quality and rate performance.



Tenant Editorial Group

Help to plan and review content for the Apex Observer.



Engage with Apex at Community level

Apex's Tenant Network and local tenants' associations provide ways to engage with Apex at community level:

Tenant Network

Join Apex's 'Tenant Network' and represent the views and interests of your community.



Tenants' & Residents' Groups

Establish or join a tenants' or residents' group to represent the views and interests of where you live.



Engage with Apex at Board level

The Tenant Panel is a team of residents from Apex's neighbourhoods. They have a voice at the very top of the organisation, helping to shape future plans and quality of services.

Tenant Panel

Join other tenant panel members to meet with Apex Directors to discuss issues and identify areas for improvement.

