



How to be more involved with Apex to improve your community

See the list overleaf to get involved
and help build your neighbourhood

We want to help you to influence
decisions about Apex services and to
become involved in developing your
community

Focus Groups



Join others to discuss a specific service delivered by Apex and help recommend improvements.

Mystery Shopper



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

Community Events



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

Surveys



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

Every day conversations



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

Observer Tenant Editorial Group



Meet with other tenants twice a year to plan and review content for The Apex Observer community pages.

Customer Journey Mapping



Join other tenants to review how user friendly our policies and procedures are, helping to improve services.

Tenants and Residents Groups



Establish or join a local group to represent the interests of your community.

Estate Walkabouts



Join Apex staff on estate walkabouts to highlight areas for improvement.

Interested Tenant Register



Join your local register of tenants who are invited to participate in events and meetings in your area or at Apex.

Tenant-led Inspections



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

Tenant Panel



Join other tenants to meet with Apex Directors to discuss issues and identify areas for improvement.

Apex will offer training and support to any tenant who wishes to become involved.

If this is something you would like to discuss further please contact a member of the Tenant Participation team on 02871304800