



## Do you want to have a say in your Housing Service?



## *Have you considered becoming a Street Voice?*

This leaflet gives information on what a  
street voice is and what they do

## Introduction

Being a Street Voice is all about helping to improve your area and having a say about how services are delivered by Barrow Borough Council Housing Department.

This role is all about improving things where you live. We're looking for people who can help us identify what's important to tenants in your area and help us find solutions and keep tenants better informed. As a result of working together our aim is that your area will be better maintained and a nicer place to live.

You know your area better than anyone. By telling us what you and your neighbours think and what's important to you we can make sure that our services meet your needs.

## Who can be a Street Voice?



Any tenant or leaseholder can be a Street Voice—they must cover an area (or block) of at least five properties—although there is no limit to an area that a representative may cover.

Where there is a tenants' association in an area we rarely set up Street Voices as there is already an organised tenants group working hard to improve the area. In these areas we would encourage you to get involved with the tenants' association.

We are keen to stress that this isn't a job and there isn't any housing management or caretaker responsibilities. All Street Voices are unpaid volunteers. However we are happy to cover any out of pocket expenses.

## What do Street Voices do?

It's about providing a communications link between the Council and your area. We hope that this will ensure that residents are better informed and that we can respond better to your needs, improving your services and area.

Some examples of what Street Voices can do are:

- Chatting to your neighbours and completing surveys telling us what your neighbours think
- Going on area inspections with housing staff
- Being a “critical friend” - telling us what is important to you and your neighbours
- We will give you the opportunity to meet other Street Voices to share ideas and provide mutual support.
- Signpost other residents to Council departments when necessary
- Help out at community events
- Give us your views about estate improvement such as environmental improvement projects

## Is there anything that Street Voices shouldn't do?

Yes, Street Voices are not there to:

- Get involved with neighbour disputes
- Take on the role of an unpaid housing worker
- Be responsible for the management of an area
- Use their position to raise individual or personal issues

## How do people become a Street Voice?

For further information on the process, please complete the slip overleaf and someone will be in contact with you.

## Code of Conduct

All Street Voices are required to follow the code of conduct for tenant involvement, making sure they do not act in a way that could be considered discriminatory or of a detriment to the Housing Service. We may remove our recognition of Street Voices if they abuse their position or do not follow the code of conduct.



## I am interested in knowing more about becoming a Street Voice

My contact details are:

Mr / Mrs / Miss / Ms

Full Name

Address

Tel

*Please return to Caroline Wagstaff, Operations Manager*

### Barrow Borough Council • Housing Department

Town Hall  
Duke Street  
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**Caroline Wagstaff, Operations Manager**

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**TOWN HALL OPENING TIMES:** Monday to Friday: 9am - 4pm

**Telephone enquiries :** Monday to Thursday: 8:30am to 5pm (4.30pm on Fridays)