

At the heart of what we do

"I have been very happy to be able to take part in the mystery shopping and various other review panels over the last three years. I have learnt a lot about the workings of Shoreline and can say that you have taken note of what has been recommended by the review panels."
Bill McIntyre



Photo courtesy of the Grimsby Telegraph

Over the past year we've been busy recruiting tenants to form our Regulatory Panel.

As regulators, these residents have a recognised and influential role in assessing and influencing our service, performance, plans and priorities. They have a direct impact on the focus and priorities of Shoreline, making sure that value for money services are being delivered.

Regulators have direct access to our management team making sure that your priorities are recognised and high quality services are delivered. They are committed and self-motivated, attending meetings and representing the interests of local residents.

Our panel have been involved in a number of things including:

- reviewing policies
- looking at the corporate plan with our chief executive
- monitoring performance standards
- looking at complaints levels
- reviewing customer engagement activities
- monitoring and challenging us on our voids performance

They have also been heavily involved in our approach to developing Local Offers in line with the Tenant Services Authority requirements.

The regulators are supported by our customer engagement manager Lisa Clark who provides guidance on their responsibilities and training to make sure they have all the skills they need.

If you are interested we have spaces for new members to get involved. Simply contact us in any of the usual ways and we'll happily talk you through the process or sign you up.

Meet our Janet

Here we meet a local lady very much part of Community Voice, who takes an active and proud role in her local community.

Janet Randall has been a tenant of the Nunsthorpe neighbourhood since 1953. Before retiring, Janet worked at the Grimsby, Princess of Wales Hospital.

Janet developed an interest in the community and working with Shoreline. Her involvement has been extensive from attending working groups on various topics, completing numerous surveys and been a mystery shopper to name only a few.

Janet applied and became a resident regulator developing her knowledge and skills with the other regulators and helping to make a difference for her fellow Shoreline tenants.

Janet is also chair of Nunsthorpe Environmental Group.

"I have been a tenant of Shoreline since they took over from the council and I became a regulator after a good few years of being involved. I needed a new challenge and hope to be able to improve my housing provider in all aspects of their business."