

RESIDENT EMPOWERMENT OFFICERS (REOs)

Housing Operations

What We Do

- Organise events for residents to speak to council officers face-to-face:
 - Community Drop-in Sessions
 - GP Drop-in Sessions
 - Meet Your Housing Officer
 - Fun Days
 - Quarterly Tenants Forums
- Support Tenants and Residents Associations (TRAs) and Gardening Groups across the borough
- Promote Resident Engagement in general and for specific community groups across all localities

How the Team is split

North Locality

- Holloway Ward
- Hillrise Ward
- Tollington Ward
- Finsbury Park Ward
- Tufnell Park Ward
- Junction Ward

Central Locality

- Arsenal Ward
- Highbury Ward
- Canonbury Ward
- Laycock Ward
- Mildmay Ward
- St. Mary's & St. James' Ward

South Locality

- Barnsbury Ward
- Bunhill Ward
- Clerkenwell Ward
- Caledonian Ward
- St. Peter's & Canalside Ward

Community Drop-in Sessions

In partnership with local community centres in your ward in the evenings around 4-8pm (depending on the locality) with the following services available:

Tenancy Management

Estate Services

Repairs

Community Safety

Single Homeless Project (SHP)

Home Ownership

Housing Needs

GP Drop-in Sessions

In partnership with local GPs in your ward during the day (10am-12pm or 2pm-4pm) with the following Council Services available:

Tenancy Management

Housing Needs

Single Homeless Project (SHP)

Quarterly Tenants' Forums

In partnership with local community centres in your ward in the evening 5-7pm or 6-8pm (depending on the locality) every quarter which are open to all council tenants. Presentations around different topics from council officers that residents have identified as of interest to them. For example, previous Tenants' forums have focused on:

Repairs

Rough Sleeping and Homelessness

Stock Condition Survey

Followed by general Q&A on the topics presented

Meet Your Housing Officer

- An opportunity to meet the Senior Housing Officer (SHO) responsible for your local area in a council-run location to discuss all issues relating to your Tenancy Management.

Fun Days

In partnership with local community centres/parks in your locality at a weekend, we are hosting, and working with various existing Fun Day events across the borough mixing fun activities with various services as below also in attendance:

Tenancy Management

Estate Services

Repairs

Housing Needs

SHP

Community Safety

Games and Fun activities

Food and Stalls

Promotions



Electronic Notice Boards (ENBs) on your local estate



Posters in and around your local community spaces and at council offices



Flyers in and around your local community spaces and at council offices



Text Messages direct to targeted residents



Mail Merge (exclusive for Tenants' forums and fun days)



Find your Islington website

Upcoming Events

North Locality

- 1) Tufnell Park Ward Community Drop-in Session- Tuesday 9th June
Venue and Time: Hilldrop Community Centre, 5-7pm
- 2) Finsbury Park Ward GP Drop-in Session- Wednesday 17th June
Venue and Time: The Village Practice, 10am-12pm
- 3) Finsbury Park Ward Community Drop-in Session- Tuesday 23rd June
Venue and Time: Durham Road Community Centre, 5-7pm

For any reasonable adjustments please contact us via email: ResidentEmpowermentTeam@islington.gov.uk

Upcoming Events

Central Locality

- 1) Canonbury Ward Community Drop-in Session- Thursday 11th June
Venue and Time: Walter Sickert Community Hall, 4-7pm
- 2) Laycock Ward Community Drop-in Session- Tuesday 16th June
Venue and Time: Westbourne Community Centre, 4-7pm
- 3) Quarterly Tenants' Forum- Thursday 28th May
Venue and Time: Walter Sickert Community Centre, 6-8pm

For any reasonable adjustments please contact us via email: ResidentEmpowermentTeam@islington.gov.uk

Upcoming Events

South Locality

- 1) Caledonian Ward Community Drop-in Session- Tuesday 26th May
Venue and Time: York Way Community Centre, 4-7pm
- 2) Bunhill Ward Fun Day- Saturday 30th May
Venue and Time: Vibast Community Centre, 12-3pm
- 3) Quarterly Tenants' Forum- Wednesday 3rd June
Venue and Time: Kings' Square Community Centre, 6-8pm

For any reasonable adjustment please contact us via email: ResidentEmpowermentTeam@islington.gov.uk

Find Your Islington Events QR Code



**Any Questions
Or Feedback?**