

# JOIN THE TENANT INFLUENCE AND OVERSIGHT PANEL (TIOP)

## RECRUITMENT PACK

### Information for applicants

Applications welcome from council tenants  
by Sunday 2 August 2026, 11.59pm



## WE ARE LAUNCHING A NEW AND EXCITING OPPORTUNITY FOR ROYAL BOROUGH OF GREENWICH COUNCIL TENANTS WHO WANT TO MAKE A REAL DIFFERENCE TO HOUSING SERVICES.

This is your chance to use your experience as a tenant to work alongside key council teams, review data to shape policies, identify gaps, challenge how things are done and help drive improvements for all tenants across the borough.

### What's involved?

- Deciding the work areas and priorities for the panel
- Reviewing and questioning housing strategies, policies, and performance
- Spotting what's working - and what isn't
- Working with other tenants to develop clear recommendations for change
- Holding the council to high standards of transparency and accountability

### What you'll bring

- Clear communication and the confidence to ask good questions
- Sound judgement and the ability to look at evidence
- Willingness to challenge constructively and work collaboratively
- Commitment to preparation, meetings and ongoing learning
- Integrity, fairness and respect for others

### What you'll gain

- Training, support and guidance
- The chance to influence real decisions
- Recognition for your contribution (high street vouchers, stationery)

### Who's this for?

- Named council tenants of the Royal Borough of Greenwich
- Those able to commit time for meetings, preparation and training
- Panel membership runs for an initial term of two years, and an opportunity to extend this to a further two years. We know that life events and responsibilities can affect availability, and we'll try to provide support wherever we can. However, we do expect you to be able to commit to the full term as far as possible.

This is a long-term role, so you'll be able to see the impact of your work in real terms - following progress, influencing change, and helping ensure improvements are delivered over time.

**Membership of TIOP is a voluntary opportunity. Joining the panel does not create, imply, or guarantee any offer of paid employment with the Royal Borough of Greenwich.**

*Please note that Royal Borough of Greenwich staff are not eligible to become resident panel members so as to avoid any potential conflict of interest.*

If you want to help shape better housing services and make a meaningful difference for residents - and you're ready to speak up, listen well, and work as part of an inclusive, tenant-led team - we would encourage you to apply to join our Tenant Influence and Oversight Panel (TIOP).

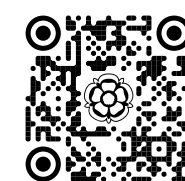
## HOW WE CAN SUPPORT YOUR APPLICATION

We welcome applications from tenants with a wide range of backgrounds, experiences and circumstances, and are committed to making the process as fair and inclusive as possible for everyone.

If you are interested in a place on TIOP and would like to discuss how we can best support you to apply, please get in touch to tell us about any reasonable adjustments you may need, such as alternative formats, additional time, or a different way of taking part in the process.

Contact us at  
**tioprecruitment@royalgreenwich.gov.uk**

## HOW TO APPLY



To apply please visit  
**royalgreenwich.gov.uk/TIOP**  
or scan the QR code.

Before you complete the application form, you will need to create a new account on our Community Conversations portal. This only takes a few minutes.

The application form then asks you for:

- Your name, address and contact telephone number

- A short statement (up to 200 words) telling us why you would like to join TIOP
- Five short written examples (100–300 words each) covering:
  - Working well as part of a team
  - Clear and effective communication
  - Making decisions after weighing up options
  - Respectfully challenging someone's viewpoint
  - Using a creative or fresh idea to solve a problem

Your answers should be based on your own experiences as a council tenant. You do not need any previous panel or committee experience. Guidance on using the STAR method is provided within the application form.

**Closing date: Sunday 2 August 2026 at 11.59pm.**

Each example should be between 100 and 300 words. To help you to answer each one, please use the STAR method for these answers, and we've explained how you can do this on the next page.

**We will be appointing eight new TIOP members. Strong applicants who are not appointed now may be considered for any vacancies that come up in the next two years.**

## HOW TO USE THE STAR METHOD

Use STAR to help you structure your answers.

- Situation – what was happening?
- Task – what was your role?
- Action – what did you do?
- Result – what was the outcome?

Here's an example:

- **Situation** - A resident got in touch to say that people in the block often didn't know who to contact about housing, repairs, or community safety issues. Important information wasn't always reaching residents, especially those without internet access.
- **Task** - My aim was to find a simple way to share key information so residents could easily access support and services.
- **Action** - I followed this up with housing services and discussed practical options. We agreed to install a shared noticeboard in a communal area and display an up-to-date council poster showing key housing and local service contacts. I checked the location was accessible and visible to residents.
- **Result** - Residents reported that the noticeboard was helpful and made it clearer who to contact for different issues. People felt better informed and more confident about raising concerns when needed. (132 words)

## FREQUENTLY ASKED QUESTIONS

### 1. Why is this panel being set up?

The Tenant Influence and Oversight Panel is a new opportunity for residents of the Royal Borough of Greenwich to have a say in how housing services are run.

The council has a duty to ensure that residents can influence and scrutinise (check) housing services as part of our duties as set out in the Social Housing Act (2023). This panel helps to meet that regulatory responsibility whilst putting residents at the heart of the work.

To make sure we are doing this properly, we worked with a Steering Group of eight residents, alongside Tpas (Tenant Participation Advisory Service). Together they helped design the panel to shape how it will work, to ensure that residents are at the heart of the work and that there are genuine opportunities for residents to influence service areas.

### 2. What will the panel do?

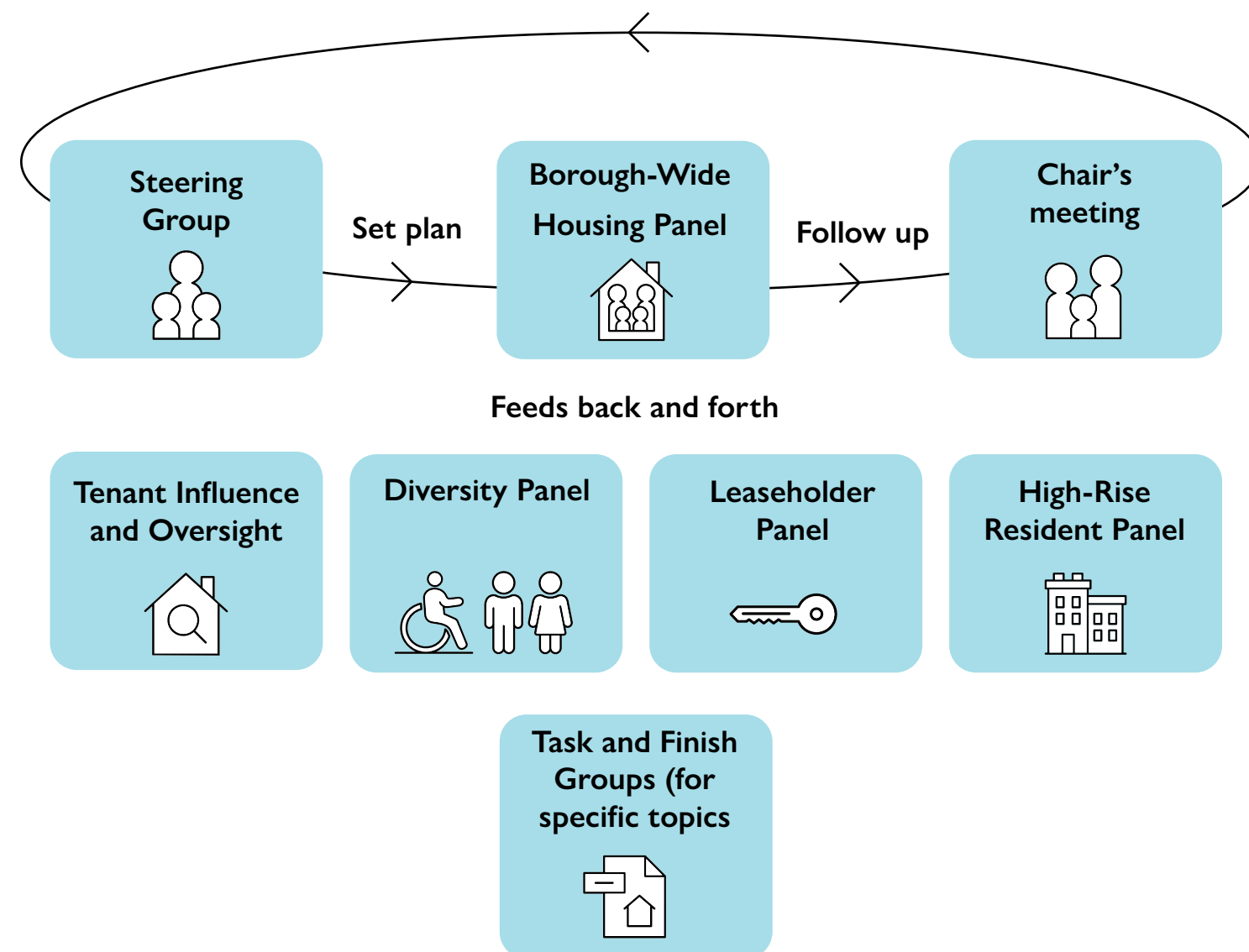
Panel members will:

- Use their lived experience to influence housing services
- Review and challenge decisions to help improve standards
- Help make sure that the council is doing things in a fair way, is accountable for our actions and listens to and acts on the things that matter most to residents.
- This panel is led by tenants and works alongside, but separately from, Councillor-led Scrutiny.

### 3. How does the panel fit into our tenant engagement structure?

The Tenant Influence and Oversight Panel is part of a wider resident engagement structure at the Royal Borough of Greenwich.

The diagram below shows how the Tenant Influence and Oversight Panel connects with other resident engagement opportunities.



#### **4. Am I eligible?**

You can apply if you are a named council tenant of the Royal Borough of Greenwich.

We're looking for people who:

- Work respectfully with others.
- Communicate clearly and listen carefully.
- Can consider different viewpoints and make fair judgments.
- Are open to learning new things.
- Can see the 'big picture' and work strategically to improve things for all tenants
- Can attend online meetings (digital support is available).

No previous experience on formal panels or committees is needed. You will receive an induction, training, and ongoing support

#### **5. What happens after I apply?**

Your application will be reviewed by the selection panel, and the top 16 applicants will be invited to an informal interview.

You will then receive feedback about your application, and the top eight candidates will be offered places on TIOP.

#### **6. Equality, Diversity and Inclusion (EDI)**

We value and promote Equality, Diversity and Inclusion and seek to include representation of residents from across a diverse range of demographics to include disability, ethnicity, neurodiversity, age, gender, and other protected characteristics to ensure diverse lived experiences are reflected in the panel.

#### **7. GDPR and your data**

We are committed to protecting your personal data in line with the UK General Data Protection Regulation (UK GDPR). We will only use the personal information you provide in this application to process your request to join the Tenant Influence & Oversight Panel and to communicate with you.

More information about how we handle your data, and your rights can be found here: [royalgreenwich.gov.uk/housing-privacy-notice](https://royalgreenwich.gov.uk/housing-privacy-notice)

### **TRANSLATION**

Please contact Royal Greenwich Interpreting Service if you need any of the items in this pack translated for you.

Tel: **020 8921 3928**

Email: **[interpreting@royalgreenwich.gov.uk](mailto:interpreting@royalgreenwich.gov.uk)**