

As an individual



You can also get involved and have your say as an individual tenant.

You could:

- represent your block of flats or street;

- give your views by joining one of our phone or online panels
- go to drop in sessions and focus groups; or
- fill in surveys on the services we provide.

You can call in at your local SAP or visit our mobile consultation unit to let us have your views and opinions.



Service Review

This is a chance for you to improve our service. You can help us to check policies and service standards or get involved in testing new services.



The service areas covered include:

- repairs and maintenance;
- cash collection and service charges;
- housing for older people;
- allocations;
- estate management; and
- tenant involvement and customer care.



Consulting you and getting you involved



We want everyone who uses our services to feel they can get involved in how we run and develop them. We are continually looking at how we can improve the way we consult you and get you involved.

You have told us that you are very satisfied with our services and the way we involve you in making decisions. Satisfaction surveys help us to improve our services further and make sure we continue to involve you in ways that work for you.

Getting involved will require some of your time, so we have put together this simple guide to give you an idea of how much time commitment is needed, together with the skills you might need.



Tenant Challenge



Tenant Challenge Days are informal and fun, yet also help us get a wide cross section of opinions from our tenants.

At Tenant Challenge Days, you can:

- meet people from all over the area;
- meet directors and members of our board;
- look at issues affecting the housing service; and
- help us to decide how improvements can be made.



Support available from WDH

We can offer you transport to venues to help you take part and refreshments when you get there. We also make sure the venues we use are accessible for everyone.



**If you would like to get involved, please contact The Engagement and Partnerships Team
phone: 01977 724668,
email: tenants@wdh.co.uk.**

We are committed to providing equal access to information. If you would like this information in another format such as large print, please phone us on 0845 8 507 507.

How you can get involved...

Board Member



Our Board is legally responsible for everything we do including changing the way we provide our services, making policies and deciding how we spend money. There are three tenants on our Board of nine people. They work alongside three councillors chosen by Wakefield Council, and three independent members, who have been chosen for their particular skills and experience.



Local Management Committees member



There are five Local Management Committees (LMCs) – one for each housing area. They are responsible for putting policies into practice and making decisions about how we prioritise where to spend money local solutions to local issues. Tenants make up a third of the members of our LMCs.



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Tenant Inspector



We have a number of trained Tenant Inspectors who carry out visits, phone calls and interviews for us so that we can monitor and improve our services.

Some of these service areas may include:

- improvements we are making to our Properties;
- our Service Access Points; and
- our OneCALL service.



Tenants and Residents



Through tenants' and residents' associations you can get involved in your neighbourhood, representing just a few streets or a whole estate. We can offer support to new and existing tenant groups. You can find

out more about current local groups or about starting your own group from your local Tenant Involvement Officer or Service Access Point (SAP) or by visiting our website www.wdh.co.uk.



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Focus Groups



Our focus groups have no more than 10 tenants who are invited to take part in an informal discussion on specific issues.

An employee, will attend but cannot take part in the discussion, they will take notes and ask specific questions to get everyone involved.



Key

Skill level



- 1 No experience needed.
- 2 A basic understanding of how housing associations work.
- 3 A good understanding of how housing associations work.

Time commitment



- 1 Hardly any time, as and when needed.
- 2 Some regular time commitment needed.
- 3 On average two to four days each month.

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