



How to get involved



INVESTOR IN PEOPLE



How to get involved

We are committed to providing good quality housing and services which fully meet customers' needs, while ensuring best value for money. We can only do this if we know what our customers think about our services, how they could be improved and how they should be shaped in the future.

The best way for us to find this out is to listen to your comments, views and suggestions. That is why we have made it as easy as possible for all customers to have their say and influence decisions which affect them.

We have developed a range of flexible opportunities for customers to get involved in a way which suits them.

Why get involved?

There are many reasons for getting involved in your housing service:

- it is your home and your neighbourhood so you should be able to say how they are managed
- you can develop new skills and meet new people
- you have valuable experiences and knowledge which we can learn from
- you pay for the services we provide so you should influence them
- you can say whether we are getting it right and if not, why not
- you can tell us what you want before we make decisions.

How to get involved

How can I get involved?

Have a look at the wide choice of ways you can become involved and then decide which suits you best.

To help you narrow down the options, when reading about the different opportunities, think about:

- how much time do you want to spend getting involved?
- which areas are you interested in?
- do you want to contribute alone or as part of a team?

Opportunities for involvement

Tenants' and Residents' Associations

Tenants' and Residents' Associations are run by local volunteers who take action on local issues such as community safety or traffic. Ask your local Customer Services Team if there is an association in your area. If not, the resident engagement team or the Walsall Tenants' and Residents' Federation (below) can help you set one up.

The Walsall Tenants' and Residents' Federation

This group works in partnership with whg to act on behalf of tenants' and residents' groups and offers practical help and advice. The federation can help connect you to a local group.



How to get involved

Focus Group

Focus groups are very informal and usually meet to discuss one specific issue such as grounds maintenance. Some groups may only meet once or twice while others meet regularly.

Customer Panel

This is an informal group of customers who meet regularly to discuss various aspects of our service, such as repairs or allocations. Relevant feedback from customer panels is then used to shape and improve services. Panels are open to all customers, just contact the resident engagement team to find out when the next one is in your area.

Survey Group

Share your views while only having to give up a little time. You will be contacted periodically by post or telephone and asked for your views on various issues. Normally you will not even have to leave your home to get involved!

Round Your Way Editorial Group

The editorial group brings together whg colleagues and customers to review our quarterly newsletter.



How to get involved

Informal Reading Group

We will send you draft leaflets, handbooks and policies and ask you to comment on them. You can take part from home by posting your views to us in the pre-paid envelope we provide.

Estate Tours

Join us on a tour of your estate and point out any issues which need addressing in your neighbourhood.

Tenant Inspectors and Mystery Shoppers

A group of customers who inspect and mystery shop our services and procedures. The outcome of these activities help us amend our services and maintain service standards. You will be given full training to help you get the best from this popular involvement activity.

Help and support available

We offer plenty of help and support so that everyone can become involved. This may mean covering travel expenses or childcare costs if appropriate.

What do I do next?

More information is available on each of these involvement opportunities, or if you have any further questions, please contact the Resident Engagement team on [0300 555 6666](tel:03005556666), email residentengagement@whgrp.co.uk or fax on [01922 423891](tel:01922423891).

How to get involved



To contact us please call:

0300 555 6666

Always charged at **local rate**
– including from mobiles

Brownhills Housing Office

13 Silver Court
High Street
Brownhills WS8 6HA

Bloxwich Housing Office

Bloxwich Hall
Elmore Court
Elmore Green Road
Walsall WS3 2QW

Blakenall Housing Office

Blakenall Village Centre
Thames Road
Blakenall
Walsall WS3 1LZ

Central Walsall Housing Office

2nd Floor
Tameway Tower
Bridge Street
Walsall WS1 1JZ

Darlaston Housing Office

45 King Street
Darlaston WS10 8DE

Willenhall Housing Office

Beechwood House
New Road
Willenhall WV13 2BG

Email us at

residentengagement@whgrp.co.uk

Website: www.whg.uk.com

How to get involved

English

For interpretation, translation, large print, Braille or audio formats, ask an English speaking friend to help you contact your local housing office.

Bengali

ভাষান্তর, অনুবাদ, বড় হরফ, ব্রেল কিংবা অডিও ফরম্যাটের জন্য, ইংরেজী বলতে পারেন আপনার এমন কোন বন্ধুকে আপনার স্থানীয় হাউজিং অফিসের সাথে যোগাযোগ করার জন্য সাহায্য করতে বলুন।

Punjabi

ਵਿਆਖਿਆ, ਅਨੁਵਾਦ, ਵੱਡੇ ਪਿੰਟ, ਬ੍ਰੈਲ ਜਾਂ ਆਡੀਓ ਫਾਰਮੈਟਾਂ ਲਈ, ਅੰਗ੍ਰੇਜੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਦੋਸਤ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੀ ਸਥਾਨਕ ਹਾਊਸਿੰਗ ਟ੍ਰਸਟ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰੇ।

Gujarati

અર્થઘટન, ભાષાંતર, મોટી પ્રિન્ટ, બ્રેઇલ અથવા ઓડિયો ફોર્મેટ માટે, તમારા ઈંગ્લીશ બોલતા મિત્રને તમારા સ્થાનિક હાઉસિંગ ટ્રસ્ટનો સંપર્ક કરવા માટે માટે કહો.

Hindi

भाषांतरण, अनुवाद, बड़े प्रिंट, ब्रेल अथवा ऑडियो फार्मेटों के लिए, अंग्रेजी बोलने वाले किसी दोस्त से कहें कि वह आपकी स्थानीय हाउसिंग ट्रस्ट से सम्पर्क करने में आपकी मदद करे।

Urdu

اُتْریش، ترجمہ، پڑے چھاپے، پریل یا آڈیو فارمیٹ کے لیے انگریزی بولنے والے کسی دوست سے دریافت کریں کہ وہ آپ کے مقامی ہاؤسنگ ٹرسٹ سے رابطہ کرنے میں آپ کی مدد کرے۔

French

Pour toute demande d'interprétariat, de traduction, de document en gros caractères, en braille ou en format audio ; veuillez demander à une de vos relations parlant anglais de contacter le bureau local de l'association de gestion de votre logement.

Turkish

Sözlü ya da yazılı tercümesini, ya da büyük puntuyla, körler alfabesiyle ya da sesli kayıt halinde edinmek için İngilizce bilen bir tanıdığınızdan bölgenizdeki konut vakfıyla temas kurmanıza yardımcı olmasını isteyin.



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Walsall WS1 1JZ
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