



HAVE A SAY IN WHAT WE DO



IF YOU LIVE IN OUR HOMES, YOU CAN HELP US MAKE
DECISIONS ABOUT YOUR HOME AND NEIGHBOURHOOD.
WE CALL IT **RESIDENT INVOLVEMENT**.

WE WANT TO:

- ✓ Give you real influence over decisions
- ✓ Ensure accountability in our services
- ✓ Hear diverse community voices



WAYS TO GET INVOLVED

INFLUENCE DECISIONS:

- Join the Board or Customer Experience Committee
- Take part in the tenant Scrutiny Group to review services and performance
- Join our High-Rise Living Forum to influence safety decisions in taller buildings
- Join a Task & Finish Group to help us resolve an issue or develop a new service

CHECK OUR STANDARDS:

- Become a Service Inspector or Mystery Shopper
- Join the Readers' Panel (review letters and leaflets)
- Ensure smart spending with the Value for Money Group

LET US KNOW WHAT YOU THINK:

Join TARAs (Tenants and Residents Associations), Community Voice Meetings, Garden City Homes drop-ins, or Summer Roadshows

QUICK FEEDBACK:

Share your views via online surveys, polls, email and text

GET INVOLVED!

Your voice matters! Search 'Resident Involvement' on our website or email our Resident Involvement Team at getinvolved@wchg.org.uk

Please turn over





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HOW WE WILL KEEP YOU INFORMED

- Regular Scrutiny Reports
- 'You Said, We're Doing' updates in our newsletter and on social media
- Annual Reports



BUILDING SAFETY

We manage 10 high-rise buildings and ensure safety by:

- Notifying you about safety work
- Consulting on major changes (e.g. evacuation plans)
- Providing safety guides and acting on feedback



BY 2027, WE WILL...

- Engage more & diverse residents
- Expand digital & in-person engagement
- Improve transparency & updates
- Strengthen safety communication
- Show clear changes from resident feedback
- Promote Civic Centre engagement opportunities
- Maintain or improve satisfaction



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“I enjoy working alongside managers to improve services for tenants. Getting involved means I’ve been able to change things for the better.”

Sandra, Resident.

You can read and suggest changes to our full Resident Involvement Strategy 2025-27 on our website.