



Wythenshawe
Community Housing Group



Your Guide to Resident Involvement

What is Tenant Involvement?

Tenant Involvement is simply our tenants volunteering to get involved with WCHG and give their views on how it feels to be a tenant.

Tenants can do this however by devoting as little or as much time as they can spare. There are many different ways to be involved. Whether its attending meetings at our offices, responding to surveys, going

out on inspections, or simply having a chat to your neighbours and telling us what's going on, there's opportunities for everyone to get involved and have their say.

Tenants are involved in all aspects of the business and can have their say in all customer facing services such as:

- Tenant Involvement
- Customer Services
- Contact Centre
- Complaints
- Repairs
- Improvements
- Allocations
- Rents
- Tenancy Management
- Tenancy Support
- Neighbourhood Management
- Community Development
- Value for Money.

You can also choose the methods of involvement you prefer, to fit in with your lifestyle and commitments. As the next few pages will tell you, we have tenants involved at every level in our business. So whether its influencing Policy or simply talking to us about your experiences, there's a place for everyone!

How much you want to get involved is up to you. You might choose to take part in a five to ten minute telephone or postal

survey each month, or indeed you may have the time (and the interest) to spend a great deal more time, helping to truly shape and influence what we do. Or you may do something in between!

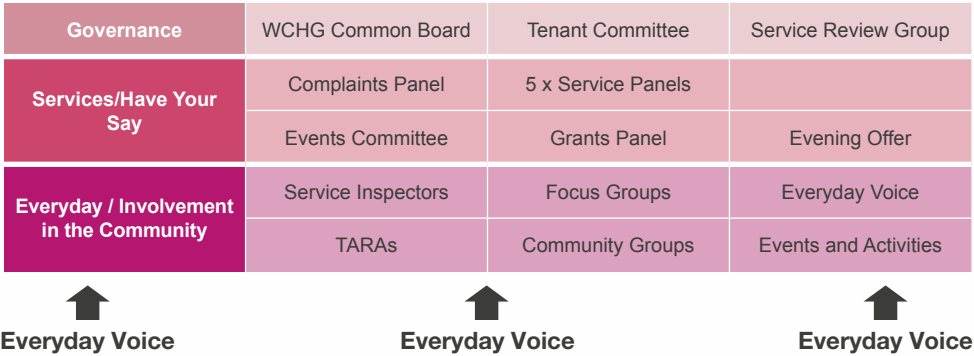
There is a place for everyone and we can tailor your involvement depending on your interests and personal circumstances.



How we involve our tenants

As stated on the previous pages, there are many different ways residents can be involved and the diagram below shows how we split our involvement into 3 levels:

WCHG Involvement Structure 2017



Our 3 levels of involvement help tenants choose the level and time commitment to their involvement with us. Below is a brief explanation about how each of the levels work:

Governance – at least 4 hours per month

The Governance level is our most involved level of involvement and is reserved for our most experienced residents. Each of the vehicles within this level requires a substantial time commitment and potential members are interviewed for their positions.

Services / Have your Say

This is the level which suits most tenants who can attend meetings but don't want to commit to anything long term such as Governance. Tenants at this level can simply come along and ensure their views are heard on what it means to be one of our tenants.

Everyday Involvement / In the Community

This is arguably our most exciting level of involvement, it's certainly our most hands on! Everyday Involvement is all about capturing the instant views, or the "Everyday Voice" ads we like to call it. This involves everything from you simply talking to your neighbours, to carrying out mystery shopping exercises in our reception areas.



Thinking about getting involved?

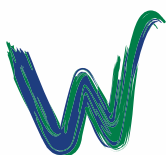
If you are interested in an initial chat about getting involved then simply call the Involvement Team on 0300 111 0000/0800 633 5500 or email getinvolved@wchg.org.uk. A member of the involvement team will arrange a meeting for a chat.

Once you are involved, we will provide you with any training you may need and we will always make sure you are reimbursed for any costs incurred as a result of your involvement. We also provide food for certain activities.

Once you are involved with us we may even buddy you up with another member of the involvement team and we could even provide you with a mentor from our team of employees.

Get in touch. Get involved.

Tenants are at the heart here and we want you!



Wythenshawe
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