

Tenant Involvement & Participation 2006/2007

Version 2, June 2006



watmos
COMMUNITY HOMES

WATMOS Community Homes (WATMOS) through your Tenant Management Organisation (TMO) is committed to involving you in all aspects of the organisation. This includes

- Making sure that you are involved at an early stage to influence the way services are delivered and managed.
- Creating a range of opportunities (both formal and informal) so that you can choose how you want to be involved.
- Ensuring that results of surveys, consultation and participation are included in decisions about your housing service.
- Using various methods to encourage tenants from under represented groups to be involved.
- Encouraging you to become an active part of the community where you live.

WATMOS and the TMO's have reviewed the activities undertaken over the past year. We have also set out some targets for ways to keep up our existing levels of involvement and encourage even more people to get involved.

WATMOS have used a variety of ways to get you involved

During 2005/6 these have included

- A survey targeted at ethnic minority tenants to seek their views on the services they receive and acting upon their feedback.
- "Moving in" survey sent to all new tenants asking how they felt about the services received whilst moving into their new home.



- “Moving Out” survey sent to all tenants leaving their TMO property asking about their experiences of being a WATMOS/TMO tenant.
- Surveys for all repairs carried out asking tenants about the service provided whilst work was undertaken in their home.
- Newsletters including invitations to all tenants to write articles, to get involved in a Disability Panel, and to join the Tenant Panel.
- Annual report telling everyone what we’ve achieved so far.
- Creating a database of Black and Minority Ethnic Tenants and other tenants who have expressed an interest in being involved.
- Consulting on performance, service improvements and decision making through the Service Delivery & Technical Services Committee, TMO Committee’s and the Tenant Panel.
- Fun Day in conjunction with the TMO’s and Walsall Council.
- Given grants through the Tenant Panel to local organisations forging links with the local community.
- A quarterly WATMOS tenant newsletter and local TMO tenant newsletters.
- Providing training and supporting Committees and tenant groups so that they can play an active part in shaping housing services.



WATMOS's new initiatives for 2006/2007 include

- Undertaking a Tenant Satisfaction Survey of all tenants to gather your views and satisfaction level of the services we provide.
- Targeted surveys of tenants to check whether you're happy with the WATMOS services you receive and ask your opinions on how we can further improve.
- Creating a database of tenants in particular disabled, long term sick and younger tenants, in order to support promotion of opportunities to get involved.
- Open days held jointly with TMO's.
- Joint Estate walks with tenants, committee members and TMO staff reviewing improvements made and what needs to be done around your estates.
- Continuing support to Tenant Panel and for example support to any other panels of tenants who wish to set up such as disabled and long term sick, black and minority ethnic or young people.
- Providing information on all our services in other formats and alternative languages.
- Updating the WATMOS website to make it easier to use including giving electronic access to copies of our policies and procedures.

The Tenant Panel

The Tenant Panel is a group of interested tenants who get together at least every two months to discuss issues of concern. Everyone is welcome to attend and its activities include

- Arranging grants of £300 per TMO to go to locally based organisations such as schools and playgroups.



- Writing articles for the WATMOS newsletter.
- Working with DIAL, a local Disability charity to organise roadshows at TMO's to make contact with local people with a disability or long term illness and offer support and Benefit checks.
- Organising a summer Fun Day, a major event for all tenants of WATMOS.
- Training and coaching of existing and new Tenant Panel members to support involvement.
- Personal invitations to all new tenants to attend Tenant Panel on a rolling basis.

For more information on how to get involved with WATMOS or Tenant Panel ☎ **01922 471910**

Tenant Management Organisations

Your TMO's have undertaken a wide range of activities to encourage you to get involved. During 2005/06, these have included

- Personal invitations to all tenant members for TMO Annual General Meetings.
- Bingo Clubs.
- Garden Clubs.
- Fun Days/Open days.
- Christmas parties.
- Fish and Chip supper evenings.
- Jumble Sales.



- Beer and Skittle nights.
- Lunch clubs.
- Day trips for children and adults
- Visits to new tenants.
- TMO wide social events where all tenants are invited.
- Local newsletters and flyers.
- Free computer courses for tenants and residents.
- Invitations to attend TMO committee meetings.
- Working with other organisations to prevent crime.
- Working with local charities.
- Short holidays for older residents.
- Forging links with other local organisations such as schools.
- Barbecue evenings.

As you can see, there's lots' going on! Of course not all of these activities happen at every TMO. For information on what's happening in your TMO area, call into your local TMO office, phone them, or send them an email. Details of how to contact them are at the end of this leaflet. Alternatively look out for the next newsletter.

We really want to get as many people involved in WATMOS and the TMO's as we can.

This is your organisation. It's run by tenants, for tenants.



Who to contact

You can contact your TMO at the following

Avenues TMO Office

10/11 Second Avenue
Brownhills, Walsall, WS8 6JA

☎ 01543 453659

☎ 01543 452905

✉ avenues@watmos.org.uk

Burrowes Street TMO Office

Burrowes Street
Walsall, WS2 8NN

☎ 01922 613292

☎ 01922 746949

✉ burrowes@watmos.org.uk

Chuckery TMO Office

2 Brookes House, Tantarra Street
Chuckery, Walsall, WS1 2HS

☎ 01922 644456

☎ 01922 640841

✉ chuckery@watmos.org.uk

Delves East and West TMO Office

West Bromwich Road
Delves, Walsall, WS5 4NW

☎ 01922 720790

☎ 01922 638658

✉ delves@watmos.org.uk

Leamore TMO Office

1 Dover House
Providence Close
Leamore, Walsall, WS3 2AW

☎ 01922 493266

☎ 01922 493266

✉ leamore@watmos.org.uk

Sandbank TMO Office

1a Clarke House
Bloxwich, Walsall, WS3 2HG

☎ 01922 400333

☎ 01922 400219

✉ sandbank@watmos.org.uk

Twin Crescents TMO Office

11 Grove Crescent
Pelsall, Walsall, WS3 4NG

☎ 01922 682539

☎ 01922 682539

✉ twincrecents@watmos.org.uk

Watmos Community Homes

29 Stafford Street
Walsall WS2 8DG

☎ 01922 471910

☎ 01922 612967

✉ info@watmos.org.uk

You can find more information about WATMOS and the TMO's at www.watmos.org.uk



