



tsp

tenant services panel

Join the Tenant Services Panel



watmos
COMMUNITY HOMES

WATMOS Community Homes through the Tenant Management Organisations (TMOs), is committed to involving tenants in all aspects of the Organisation. There are many different ways tenants can get involved and one of these is through the Tenant Services Panel.



What is the Tenant Services Panel (TSP)?

The TSP is made up of tenants from across all of the 8 TMOs that make up the WATMOS Group who want to be more involved with the way the Organisation is run.

The panel meet on a monthly basis at the WATMOS Head office in the centre of Walsall, although occasionally other venues are used.





What does TSP do?

The panel are involved in a variety of activities:



Looking at all customer documents, before they are produced to make sure clear language is used and that they can be understood easily.



Testing and rating our levels of service by taking part as mystery shoppers and tenant inspectors.



Looking at decisions made by the WATMOS Board to ensure and promote open and transparent decision making and democratic accountability.



Reviewing complaints made by tenants and looking at how they were resolved.



Looking at ways to promote and advertise WATMOS and the TMOs, including organising events.



Being asked their opinions on new policies and procedures.





What's in it for me?

Apart from meeting new people and getting involved in a whole range of different activities, we will also provide training to anyone who wishes to develop their skills and self confidence.

Members of the group who wish to become tenant inspectors will also receive training on mystery shopping, how to carry out inspections and interviewing skills.

Tenant inspectors may also have the opportunity to receive auditor training which will lead to a professional qualification.



I have children to look after, how will I be able to attend?

WATMOS will cover any childcare costs for members of the panel. Meetings are organised in advance so plenty of time can be given to find child care if members need to organise it.





I haven't the money to travel to different meetings

WATMOS will reimburse all of its Tenant Services Panel members of their travel costs to and from the meetings arranged.



Is it fun?

Yes! You get to meet lots of different people in a relaxed and friendly atmosphere.



Contacting Us

If you would like to find out more about how to get involved in the TSP please contact the Quality Assurance and Performance Officer on **01922 471910** or fill in the form on the last page.



HOW TO CONTACT US:

Avenues TMO Office

10/11 Second Avenue
Brownhills, Walsall WS8 6JJ
Tel: 01922 427652
Fax: 01543 452905
Email: avenues@watmos.org.uk

Burrowes Street TMO Office

Burrowes Street
Walsall WS2 8NN
Tel: 01922 613292
Fax: 01922 746949
Email: burrowes@watmos.org.uk

Chuckery TMO Office

2 Brookes House
Tantarra Street
Chuckery, Walsall WS1 2HS
Tel: 01922 644456
Fax: 01922 634565
Email: chuckery@watmos.org.uk

Delves East & West TMO Office

West Bromwich Road
Delves, Walsall WS5 4NW
Tel: 01922 720790
Fax: 01922 638658
Email: delves@watmos.org.uk

Leamore TMO Office

1 Dover House
Providence Close
Leamore, Walsall WS2 8NN
Tel: 01922 493266
Fax: 01922 475181
Email: leamore@watmos.org.uk

Sandbank TMO Office

1a Clarke House
Bloxwich, Walsall WS3 2HF
Tel: 01922 400333
Fax: 01922 400219
Email: sandbank@watmos.org.uk

Twin Crescents TMO Office

11 Grove Crescent
Pelsall, Walsall WS 3 4NG
Tel: 01922 682539
Fax: 01922 864109
Email: twincrecents@watmos.org.uk

WATMOS Community Homes

29 Stafford Street
Walsall WS2 8DG
Tel: 01922 471910
Fax: 01922 612967
Email: info@watmos.org.uk





I am interested in finding out more about the Tenant Services Panel.

Name

Address

Contact Telephone Number

Email Address

Please return this page (NO STAMP REQUIRED) to:

The Quality Assurance and Performance Officer

Freepost RXLA-RRTL-RZZZ

WATMOS Community Homes

29 Stafford Street

Walsall WS2 8DG



If you need help reading or understanding the contents of this leaflet, please contact your TMO office to arrange any of the following: large print, Braille or other languages

إذا كنت تحتاج إلى المساعدة في
قراءة وفهم محتويات النشرة برجاء التوجه إلى أحد مديري TMO لتدبير أحد
الخدمات الآتية من أجلك:

ARABIC

طباعة كبيرة الحجم أو طريقة برايل أو شريط صوتي أو لغة مختلفة

আপনার যদি এই লিফলেটটির বিষয়বস্তু পড়তে বা বুঝতে সাহায্যের প্রয়োজন হয় তাহলে অনুগ্রহ করে আপনার টি এম ও ম্যানেজারের সাথে যোগাযোগ করবেন যিনি আপনাকে নিম্নলিখিত বন্দোবস্তগুলির যেটি প্রয়োজন সেটির ব্যবস্থা করে দিতে পারবেন:

বড় অক্ষরে ছাপা, ব্রেইল, অডিও টেপ অথবা অন্যান্য ভাষা ।

BENGALI

GUJARATI

જો તમારે આ પત્રિકામાંની માહિતી વાંચવામાં કે સમજવામાં મદદની જરૂર હોય તો કૃપા કરી તમારા ટીએમઓ મેનેજરનો સંપર્ક સાધો જે નીચેનામાંથી કોઈની પણ વ્યવસ્થા કરી શકશે: મોટા અક્ષર, બ્રેઇલ, ઓડિયો કેસેટ કે અન્ય ભાષાઓ.

मैनेजर से सम्पर्क करें जो

HINDI

निम्नलिखित चीजों में से किसी का भी प्रबंध कर देगा:

बड़े अक्षरों, ब्रेअल, आडिओ टेप या दूसरी भाषायों में।

Hadaad caawimo uga baahantahay akhriga

ama fahamka waxa ku qoran warqadanyar, fadlan la soo xiriir Maamulahaaga TMO kaasoo kuu diyaarin doona mid ka mid ah arrimaha soo socda:

Daabacaad far waaweyn, farta Indhoolaha (Braille), dhegaysi cajalad ama luqadaha kale.

اگر آپ کو اس کتابچے کے مضمون کو پڑھنے یا سمجھنے میں مدد کی ضرورت ہو، تو براہ کرم اپنے ٹی ایم او مینیجر سے رابطہ کریں جو مندرجہ ذیل میں سے کسی کا بھی انتظام کرسکتا ہے:

URDU

بڑے چھاپ، بریل (کورخط)، سننے والی ٹیپ، اور دوسری زبانیں۔

