



**Burrowes  
Street TMO**

Getting involved at Burrowes Street TMO



# Menu of Opportunities



At Burrowes Street Tenant Management Organisation, tenant involvement is at the heart of everything we do.

To ensure that we provide you with the services you want, and that we meet the needs of all our tenants within the community, your support and involvement is essential in everything we do.

This leaflet shows you how you can get involved in your TMO and WATMOS, giving as much or as little time as you are able to. Our aim is to create a strong community through tenant involvement, management and participation.

## Get involved!

**There's a lot to gain and little to lose!**



### Why get involved?

By getting involved in your TMO or WATMOS you can:



Help us improve the services we provide for you.



Work with us to improve your neighbourhood.



Meet other tenants and staff.



Learn more about your TMO and WATMOS.



Develop your skills.



## **I haven't done anything like this before, how can I help?**

You do not need any specific experience to get involved. We are interested in involving tenants from all areas of the community and there are various ways that you can get involved.



## **How much time will it take?**

Different levels of involvement will take different amounts of time depending on what you do. Involvement can range from a 5 minute phone call to a couple of hours. It can be done on a one off basis or you can get involved more regularly.



## **I don't like attending meetings**

Not all opportunities involve attending meetings. You can choose to have your say in the way that suits you.



## **Ways for you to get involved**

Burrowes Street TMO offers the following participation opportunities that you may want to become more involved in:

### **Involving Young People**

Providing mentoring for young people on the estate and getting them involved in community activities.

## **Community Development Activities**

Organising social nights, charity breakfasts and fundraising events, Halloween parties, skittles and quiz nights.

## **Involving Tenants with Diverse Needs**

Engaging with the community and elderly and vulnerable tenants.

## **Supporting Young Families**

Weekly parent and toddler group.

## **Getting Involved in Making Local Improvements**

Such as establishing a wildlife garden

## **Promoting Community Based Housing in Walsall**

Getting involved with other agencies such as the Local Neighbourhood Partnership, helping with visits from other tenant organisations around the country and being involved in local initiatives.

## **Committee Meetings**

Formal meetings held by elected committee members at your TMO who consider policy issues and any problems at the TMO. You are also welcome to attend these meetings as an observer.

## **Annual General Meetings**

Meetings held every year to discuss the annual report and performance of the TMO, the accounts and to elect members to the committee.

## Annual Burrowes Street TMO Open Day

Your chance to see what we've accomplished in the last year and what will be happening in the next 12 months.

## Estate Walkabouts

You can highlight any issues and areas that require improvement within your TMO with the Estate Manager and Chair as well as offering suggestions on ways to improve.

## Satisfaction Surveys

Completing surveys which ask you for feedback on the services we provide for you and how we can improve.

## Estate Newsletter

Writing articles for your TMO newsletter, whether it be news articles, recipes or information notices. Newsletters are published every 3 months.

**WATMOS offer the following opportunities which you may want to become more involved with:**

## Tenant Services Panel

The Tenant Services Panel (TSP) is made up of tenants from across all of the 8 TMOs that make up the WATMOS Group. They meet on a monthly basis and are involved in a range of activities.

## Mystery Shopper/Tenant Inspector

Tenants are trained to test the services delivered by WATMOS Community Homes. This can be either a telephone call or a visit to one of our offices with pre-agreed questions. This will help us review our service standards.

## Focus Groups

Focus groups meet to discuss a specific subject or issue in an informal setting.

## Public meetings

Meetings are arranged to discuss with residents any particular issues that may affect them or their TMO. These meetings provide you with the opportunity to ask questions and to exchange opinions and views with other residents.

## Customer feedback – suggestions, comments, compliments and complaints

We have a structured procedure for residents to provide positive feedback and concerns to WATMOS, giving you the opportunity to influence service improvements and have issues resolved.



## Who do I contact to get more information?

If you would like an informal chat about involvement opportunities at Burrowes Street TMO contact the Estate Manager.

For WATMOS involvement opportunities contact the Quality Assurance and Performance Officer on 01922 471910.

Alternatively fill in the slip on the page opposite and hand it in to your TMO office or post it in the **FREEPOST** envelope provided to WATMOS Community Homes at:

**Freepost RLXA-RRTL-RZZZ**  
**WATMOS Community Homes**  
**29 Stafford Street**  
**Walsall WS2 8DG**



**Getting Involved** To help ensure that we involve you in activities that are of interest to you, please take a few moments to tick which opportunities you would like to participate in, tear off this slip and hand in at your TMO office or post to WATMOS Community Homes.

- Involving young people  Community development activities
- Involving tenants with diverse needs  Supporting young families
- Making local improvements  Promoting community based housing in Walsall
- Committee meetings  Annual General meetings  Annual Open Days
- Estate Walkabouts  Satisfaction Surveys  Estate newsletter
- Public meetings  Focus Groups  Tenant Services Panel
- Mystery shopper/Tenant Inspector

If you do not wish to get involved we would appreciate some feedback on why you choose not to.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Email Address: \_\_\_\_\_



Burrowes Street TMO  
Burrowes Street  
Walsall WS2 8NN

Telephone: 01922 613292  
Fax: 01922 746949  
Email: burrowes@watmos.org.uk

**Burrowes  
Street TMO**

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.

### ARABIC

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

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:

### BENGALI

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

### 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

निम्नलिखत चीजों में से किसी का भी प्रबंध कर देगा:

### HINDI

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

### SOMALI

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۔



Hearing Loop available at all TMOs



Burrowes Street TMO is part of the WATMOS Group