

Getting involved at Delves TMO





At Delves 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

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

Community Safety Initiatives

Getting involved with Neighbourhood Watch.

Involving Young People

Helping young people take part in Young Leaders forums, organising school holiday activities and day trips, and a "What's in your shed" initiative.

Community Development Activities

Raising money for charities alongside Delves United Charities, arranging Christmas parties, Bingo nights, raffles and fetes.

Promoting Community Based Housing in Walsall

Getting involved with other agencies such as the Local Neighbourhood Partnership and the National Tenants Voice.

Supporting Young Families

Parent and toddler group.

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 Delves 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 Delves 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 it in at your TMO office or post to WATMOS Community Homes.

- Involving young people Community safety initiatives
- Community development activities Supporting young families
- Mystery shopper/Tenant Inspector Promoting community based housing inWalsall
- Committee meetings Annual General meetings Annual Open Days
- Estate Walkabouts Satisfaction Surveys Estate newsletter
- Public meetings Focus Groups Tenant Services Panel

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: _____



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Delves
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01922 720790
Fax:
01922 638658
Email: delves@watmos.org.uk



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 لتبدير أحد الخدمات الآتية من أجلك:

ARABIC

إذا كنت تحتاج إلى المساعدة في

قراءة وفهم محتويات النشرة برجاء التوجه إلى أحد مديري TMO لتبدير 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 એવરથા કરી શકશે: મોટા અક્ષર, બ્રેઇલ, અોડિયો કેસેટ કે અન્ય ભાષાઓ.

मैनेजर से सम्पर्क करें जो

निम्नलिखित 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



Burrows
Street TMO



CHUCKERY
Estate Management Organisation Ltd



DELVES EAST
ESTATE
MANAGEMENT LTD

watmos
COMMUNITY HOMES



delves
state
management
organisation



LTMO
Estate
Management
Organisation



Sandbank
Estate
Management
Organisation



Twin Crescents
Estate Management Organisation

Delves East & West TMOs are part of the WATMOS Group