



**Twin Crescents**  
Tenant Management Organisation Ltd

## Getting involved at Twin Crescents TMO



# Menu of Opportunities



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

Your support and involvement is essential to ensure that we provide you with the services you want, and that we meet the needs of all our tenants within the community.

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 a way that suits you.



## Ways for you to get involved

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

### Involving Young People

Social events for young people such as children's trips, Halloween parties, Christmas and Easter parties and parades.

### Community Development Activities

Organising social nights, charity events, participating in local events with Pelsall Pride Partnership, dominoes, crib, darts and poker leagues, regular Saturday night entertainment, lunch club, monthly quiz and bingo.

### Involving Tenants with Diverse Needs

Bingo sessions held in the community room for the Pelsall Physically Handicapped Association.

### Promoting Community Based Housing in Walsall

Volunteering to visit other tenant management organisations around the country as well as helping with visits to the TMO and showing people how this type of organisation can work.

### Committee Meetings

Formal meetings attended by elected committee members at your TMO who consider and make decisions on local policy, address problems and monitor service standards. You are also welcome to attend these meetings as an observer.

### Annual General Meetings

Formal meeting held once a year to present the TMO's financial and performance statistics, a chance to find out how the TMO has performed against targets and raise any questions you may have. Tenants / members elect the

Committee and appoint the auditors for the following year at this meeting.

### **Annual Twin Crescents 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 we can improve the estate.

### **Satisfaction Surveys**

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

### **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 raise concerns to WATMOS, giving you the opportunity to influence service improvements and have issues resolved satisfactorily.



### Who do I contact to get more information?

If you would like an informal chat about involvement opportunities at Twin Crescents TMO contact the Estate Manager on 01922 682539.

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
- Involving tenants with diverse needs
- Committee meetings
- Annual Open Days
- Estate Walkabouts
- Public meetings
- Mystery shopper/Tenant Inspector
- Community development activities
- Annual General meetings
- Promoting community based housing in Walsall
- Satisfaction Surveys
- Estate newsletter
- 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: \_\_\_\_\_

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 એવરથા કરી શકશે: મોટા અક્ષર, બ્રેઇલ, અોડિયો 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।

**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

