

Resident Involvement & Participation 2009



Committed to getting you involved

WATMOS Community Homes through your Tenant Management Organisation (TMO) are 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.**



During 2008/ 09

WATMOS and the TMOs have used a variety of ways to get you involved.

These have included:

- “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.

- Annual Report describing our performance, and plans for the following year .
- Creating a database of tenants who have expressed an interest in being involved.
- Providing information on all of our services in other formats and alternative languages.
- Consulting on performance, service improvements and decision making through Committees and the Tenant Services Panel.
- Grants to local organisations forging links with the local community.
- WATMOS and TMO tenant newsletters.
- Providing training and support to TMO committees so that tenants can play an active part in shaping housing services.
- Consulting tenants including new tenants, under represented tenants and young people on how they would like to become more involved.
- Making information available on how to become a committee/Board member.
- Focus groups for tenants to give their ideas and feedback on a variety of issues and initiatives.



- Parents and Toddlers Groups, Young Leaders Forum, Widowers Club, Dominoes League, young peoples football coaching
- Community Garden Project
- Working in Partnership with DUC (Delves United Charities), Police drop-in sessions, Chair's surgeries
- Fun days, social and charity events

New initiatives for 2009 / 10

As well as continuing with the activities undertaken last year, WATMOS and the TMO's new initiatives for 2009/10 include:

- Undertaking a Tenant Satisfaction Survey of all tenants to gather your views and satisfaction level of the services we provide.
- Open days held jointly with TMOs showing what they did last year and what their plans are for this year.
- Joint estate walks with tenants, committee members and TMO staff reviewing improvements made and what needs to be done around your estates.
- Re-launching of the new Tenant Services Panel and the introduction of Tenant Inspector and mystery shoppers.
- Environmental projects on each estate
- Free social activities for all tenants.
- A **Service Standard** for tenants who get involved which sets out the support you can expect from us if you get involved
- Increased publicity of all of our events

- Photographs of all committee members for each TMO to ensure tenants are aware of who their committee members are
- Leaflet which details the opportunities available for tenants to get involved.



The Tenant Services Panel



The Tenant Services Panel will be re-launched this year and will be made up of tenants from across all of our 8 TMOs.

The panel will be involved in a variety of activities including:

- Looking at all customer documents before they are produced to make sure clear language is used and that it can be easily understood.
- 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.
- Being asked their opinions on policies and procedures.



If you would like to take part in the Tenant Services Panel, please contact the Quality Assurance and Performance Officer on **01922 471910** to register your interest.

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 local TMO area, contact your local TMO office, phone them, or send them an email. Details of how to contact them are on the page opposite. Alternatively, look out for the newsletter or the menu of opportunities for involvement leaflet.

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



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

How to contact us

Avenues TMO

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

Burrowes Street TMO

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

Chuckery TMO

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

Delves East & West TMO

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

Leamore TMO

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

Sandbank TMO

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

Twin Crescents TMO

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

WATMOS Community Homes

29 Stafford Street
Walsall WS2 8DG
Tel: 01922 471910
Fax: 01922 612967
Email: info@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
ARABIC 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:

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, બ્રેઈલ, 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:

SOMALI

Daabacaad far waaweyn, farta Indhoolaha (Braille), dhegayysi 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 کر سکتا ہے:

URDU

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

