



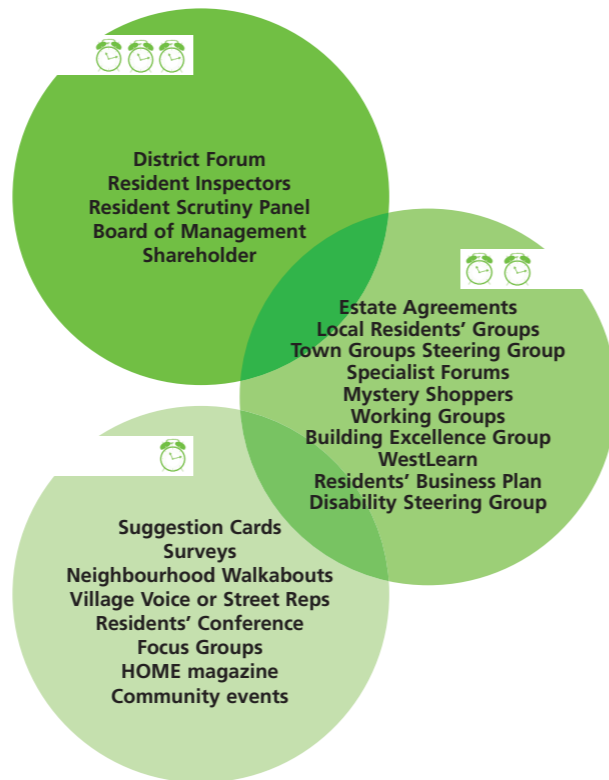
Neighbourhood Involvement Team
Westlea Housing Association
Methuen Park
Chippenham
Wiltshire
SN14 0UU

BUSINESS REPLY SERVICE
Licence No. SN805

We use the word involvement to talk about how you, as one of our residents, can have your say on what we are doing and play a part in helping Westlea make decisions.

Your feedback on how we can improve our services and your homes and neighbourhoods is very important.

We have already used lots of things you have told us to improve how we work. But we want to hear from more of you. There are many ways you can make your voice heard and get involved in how we run Westlea... read on to find out more!



If you would like to have any part of this document explained or translated, or in a different format such as in larger print, braille or on audio tape, please contact Westlea on 01249 465465 to discuss your needs.



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PART OF GREENSQUARE GROUP LIMITED

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Make your voice heard!

Westlea Involvement Guidelines – a summary





LONG-TERM COMMITMENT

You can become a member of our **Management Board** (there are four tenant board members at the moment). The Board works together to make major decisions on how to run Westlea.

The group-wide **Resident Scrutiny Panel** scrutinises the performance of Westlea, Oakus, OCHA and GreenSquare and suggests investigative work on areas of poor performance.

Alternatively, you can join the **District Forum**. This is a group of 18 residents from across the area. They look at the decisions the Management Board make and check that residents' views are taken into account.



MEDIUM-TERM COMMITMENT

If you are interested in checking the quality of our services, you can become a **mystery shopper**. We also run **working groups** and **information groups** to look at particular subjects in more detail.

There is an **Older Persons' Forum**, a **Disability Forum**, and the **Voice It Project** for young people. These groups are popular and give residents the chance to tell us what they

need and how we can improve the services that we offer them. Other agencies, such as Age Concern and the local council, also come to these meetings.

Your local Neighbourhood Housing Officer can help you to set up and run **local resident groups** and **estate agreements**. We will give you a start up pack and you might be able to get grant funding.

You can sign up for a session from **WestLearn**, our learning programme for residents or join the **Building Excellence group** that champions continuous improvement and excellent services at Westlea.

Or you may want to have your say in what goes into the **Residents' Business Plan** – part of Westlea's business planning process that highlights residents' views and needs.



SHORT-TERM COMMITMENT

We often send out **surveys** or **suggestion cards** in the post, or ask you questions over the phone, to see what you think about particular services, so we know where we need to do better.

If your neighbourhood matters to you, you can join your Neighbourhood Housing Officer on one of our regular **estate walkabouts**, or become a **Village Voice** or **Street Rep** if there is no formal resident group in your area.

You can come to **focus group** discussions on particular subjects to help us put good policies and procedures in place. For example, we have run focus groups in the past to help us review our rent and local lettings policies.

You can also contribute to the **HOME magazine editorial** or volunteer in a **local community event**.

We do a lot of **community development work**, helping local people to get funding and improve the neighbourhoods they live in. In the past, we have developed childrens' activities; a community 'pod'; youth and healthy living projects; and helped local people get on the Internet.

We will pay for any travel, child-minding or other care costs for you. You can have **free training** to help you gain skills and experience, in many things from giving presentations to chairing meetings and using the Internet.

To get involved, please complete and return the tear off card (right) now!

For a full copy of the Westlea Involvement Guidelines, please see our website at www.westlea.co.uk, contact us by phone on 01249 466163 or by email to involvement@westlea.co.uk

I would like to find out more about the ways in which I can get involved with Westlea Housing.

Please contact me about:
(tick all appropriate boxes)

- Becoming a mystery shopper
- Attending the 'Building Excellence' group
- Contributing to the Residents' Business Plan
- Representing my local Town Group
- Becoming a Resident Inspector
- Volunteering to help a community event
- Finding out more about 'Westlearn' courses
- Joining the residents' District Forum
- Other:

Name:

Address:

Postcode:.....

Tel no/Email address:

Tear off and return this slip now – postage is free!