



## How To Get Involved



**west  
north  
west**  
homes leeds

العربية • 中文 • فارسی • Français • كوردی • Polski  
Português • Soomaali • ភាសាខ្មែរ • اردو



If you would like this document in your language, **large print** or Braille, please contact your Neighbourhood Housing Office, who can do this for you free of charge.

#### Arabic / العربية

إذا كنت ترغب بالحصول على هذه الوثيقة مكتوبة بلغتك الام او مطبوعة بأحرف كبيرة او على شكل بريل، قم بالاتصال بمكتب اسكان الاحياء. هذه خدمة مجانية نقدمها لك.

#### Cantonese / 中文

如果你需要這份文件翻譯成你的語言、或以大字體或盲人點字格式說明，請與你的鄰里房屋辦事處聯絡，他們能夠免費給你安排。

#### Farsi / فارسی

اگر شما علاقمند به داشتن این مدرک بزبان خود، بصورت بریل، خط درشت و یا بصورت نوار شنیداری می باشید لطفاً با نبرهود هاوزنگ اوفس (Neighbourhood Housing Office) خود تماس بگیرید، اولها می توانند این کار را برای شما بصورت رایگان انجام دهند.

#### French / Français

Si vous désirez recevoir ce document dans votre propre langue, en gros caractères ou en braille, veuillez contacter votre Bureau Logement -Neighbourhood Housing Office- qui se chargera de vous l'envoyer gratuitement.

#### Kurdish / کوردی

ئەگەر دەتەوێت ئەم نووسراوەت بە زمانی خۆت یان بە جایی بیتی گەورە یاخود بە بریل (شێوازی نووسینی نابینا) بۆ دابین بکەیت، ئەوا تکایە پەیوەندی بە ئۆفیسێ خانووبەردی ناوچەکەتەوه (نتیببەرھوود ھاوژین ئۆفیس) بکە و ئەوان بە خۆرایی ئەو کارەت بۆ دەکەن.

#### Polish / Polski

W celu otrzymania niniejszego dokumentu w swoim ojczystym języku, dużą czcionką lub w języku brajla, proszę skontaktować się z Dzielnicowym Biurem Mieszkaniowym, które dostarczy tłumaczenie bezpłatnie.

#### Portuguese / Português

Se pretender obter este documento no seu idioma, impresso em letras grandes ou em Braille, contacte o Gabinete de Habitação da sua zona, que poderá fazê-lo gratuitamente.

#### Somali / Soomaali

Haddii aad ku rabto xaashaddan af-kaaga hooy, far waaweyn ama far indhoole, markaasi fadlan la xidhiidhid Xafiiska Guriyeynta Xaafadda, kuwaas oo sidan lacag-la'aan kuugu samayn karaya.

#### Tigrinya / ትግርኛ

ነዚ ጽሑፍብ ብጅንጅኻ ብዓብይ ጽሑፍ ወይ ብብረይል (ናይ ዓይነት-ራን ጽሑፍ) እንተደለኻ፣ ኑቲ ናይ እኩብሪኻ ናይ እባይቲ ቢትጽሕፈት ደውለሉም፣ ነዚ ብጻ ከገብሩልካ እያም።

#### Urdu / اردو

اگر آپ کو تقریر آپ کی اپنی زبان میں، بڑے حروف یا بریل میں درکار تو براہ کرم اپنے پھر بڑا آگے آفس سے رابطہ کریں۔ آپ کے لیے یہ کام مفت کر سکتا ہے۔

## Why should I get involved?

The decisions we make can affect you, your home and your community. That is why your involvement can make a difference to the services you and other customers receive from West North West homes Leeds – now and in the future.

## By getting involved you can

Make a difference and influence housing decisions that affect everyone.

- Give us your personal views and ideas on the services you receive from us.
- Help make your estate or community a better place to live.
- Help us to better understand the needs of people from different backgrounds.
- Keep up to date with local and national housing changes.
- Develop your own skills and gain confidence and experience.
- Meet other involved customers.

## How much time will it take?

Your involvement could be anything from a five minute telephone call to a full-day activity. You could get involved just once or on a regular basis; on your own or as part of a group. It's entirely up to you!

## Who should get involved?

We want to hear the views and suggestions from customers living within all our areas and from all groups including those from diverse backgrounds. We will invite you to take part in our meetings and activities; but we will also come and meet with you in your community and work alongside your local community organisations.

## What support is available?

We are committed to ensuring that all our customers are able to get involved and we have put in place the following support arrangements.

**Training** We will provide, or fund, appropriate training to give you the skills and knowledge to help you to get involved with us or your community.

**Expenses** We can pay for your travel costs; public transport (women-only taxi available) or mileage costs of travelling by private car; and a contribution towards childcare and carer costs. We also provide appropriate refreshments.

**Access** We use wheelchair accessible venues and can provide an induction loop. We will organise activities on different days and times to suit the wishes of customers.

We provide information in other formats, including audio, Braille, large print and community languages. We also provide interpreters, including British Sign Language.

## How do I get involved?

Phone : 0800 915 1113

Text : 07891 273 566

Email: [wnwhl.involvement@wnwhl.org.uk](mailto:wnwhl.involvement@wnwhl.org.uk)

Website: [www.wnwhl.org.uk](http://www.wnwhl.org.uk) Click Involving Tenants, Getting Involved Form.

For further information please do not hesitate to contact us.

# Receiving Information

- find out what is happening in your community and for all housing services.

**Website** ([www.wnwhl.org.uk](http://www.wnwhl.org.uk)) Up-to-date news items and service information.

**The Buzz.** Our quarterly tenants' newsletter sent to all tenants and leaseholders.

## **Attend Board Meetings or Area Panel meetings**

These are public meetings that you are welcome to attend as an observer. Contact the Governance Team for further details on 0800 915 1113.

**Customer Involvement Forum.** A forum for involved tenants to network, share good practice and hear presentations on topics chosen by the Executive Committee.

# Giving Your Views

- informal involvement with no regular commitment necessary.

**Online Chat Forum** ([www.ning.org.uk](http://www.ning.org.uk)) Share ideas and information with other customers and take part in discussions.

**Chit-Chat Group** Want to talk about your home and community but don't like the usual boring meetings? Come along to this informal group, meet other residents and have fun.

**Women's Group** An informal group open to all women living in homes managed by West North West Homes Leeds. Learn more about the work that we do, share your opinions about housing issues and take part in creative activities.

**Home Consultation Panel** Join this Panel and you will be invited to give your views by telephone, post, text or email. Ideal for customers unable to get to meetings or who prefer to get involved from home in their own time.

**Satisfaction Surveys** Sent out after you have received a service e.g. repairs or home improvements. Please complete and return these surveys as the results are valuable to us and help monitor performance and identify areas for improvement.

**Compliments and complaints** Tell us about the good service you have received or a complaint or concern that you would like us to investigate. Forms are available from the local housing offices, on our website, or telephone 0800 915 1113

**Disabled Customers Forum** All disabled customers and carers are welcome to discuss specific issues of concern e.g. aids and adaptations, disabled access.

**Sheltered Housing Forum** All sheltered housing customers are welcome to discuss specific issues of concern e.g. Warden services and lettings.

**Leaseholder Forum** Open to all our leaseholders, this forum meets twice a year to discuss all issues relevant to leaseholders, including service charges and repairs.

# Influencing Decisions

- formal involvement with more regular commitment needed

The following meetings usually take place every two or three months and usually last between two and three hours.

**Customer Sounding Boards** Join other customers and have your say about important services; help monitor service standards; and share your ideas for improvement. There are separate Sounding Boards for each key service area including; income management (rents), home repairs and improvements, estate and tenancy management, empty properties and lettings and access to services.

**Complaints Review Panel** Customers, staff and contractors together look at customer complaints and compliments. What can we learn from them? How can we prevent things going wrong again? How can we improve our services?

**Tenant Inspection Programme** Tenants and leaseholders accompany a member of staff to inspect and report on a variety of services including estate issues, empty properties and communal buildings. The time commitment is approximately 4 hours a month.

**Mystery Shopping** Mystery shoppers help test services by undertaking a series of agreed tasks and reporting back on their experiences.

**Tenants & Residents Associations** These are voluntary groups set up by tenants and residents to represent a specific area, usually with the aim of improving housing and community services. Why not attend your local Residents Association meeting and meet representatives from West North West Homes and other services?

If there isn't a group in your area why not set one up! We can help. If there is little interest in forming a traditional Tenants Group you could become an Area Representative. This would involve representing your community in dealing with us.

**Customer Involvement Network Executive Committee** This is an umbrella group of tenant and leaseholder representatives who help monitor and influence customer involvement services and manage the Diverse Community Fund.

**Multi-storey Flats Working Group** Residents of multi-storey flats discuss specific issues of concern e.g. communal repairs and caretaking services.

**Editorial Panel** This panel discusses the content and design of the tenant newsletter, The Buzz, as well as other printed and marketing materials.

# Making Decisions

- formal involvement with a higher level of commitment. There is a selection process for membership

## Tenant Board Directors

Do you have the determination and desire to represent customers at a strategic level? Working with other tenants, councillors and independent members you will be able to influence the work of the company at the highest level.

## Area Panels (Inner West, Inner North West, Outer West, Outer North West)

Membership is open to both tenants and leaseholders within the Panel area.

Their role is to monitor the delivery of local services and to manage a delegated budget for environmental, community safety and involvement projects. Area Panels meet every two months.

## Right to Manage

Tenants and residents have a right to take on the responsibility for the day-to-day management of some or all of the housing services provided to their homes and estates. More information can be found on [www.communities.gov.uk/righttomanage](http://www.communities.gov.uk/righttomanage).

# Service Standards

- We will offer a variety of ways for you to become involved and publish these in our Customer Involvement leaflet, which we will promote to our customers.
- We will provide support and friendly training to help you to get involved with us or your community.
- We will use accessible venues, provide interpreters and help with transport and childcare or carer costs.
- We will publicise quarterly examples of how customer involvement has made a difference on our website and in the customer newsletter 'The Buzz'.
- We will measure our performance against agreed targets and publish the results regularly. These will include:
  - Percentage of Council properties represented by a Tenant and Resident Association or Area Representative.
  - Percentage of tenants satisfied with their opportunities to participate.
  - Percentage of tenants satisfied that their views are being taken into account.
  - The number of customers attending training.

**If you wish to contact us, please do so by visiting us at:**

Aireborough One Stop Centre

Micklefield House, New Road Side, Rawdon LS19 6DF

Armley One Stop Centre, 2 Stocks Hill, Armley, Leeds LS12 1UQ

Bramley Neighbourhood Housing Office, 202 Town Street,  
Bramley, Leeds LS13 2EP

Horsforth Neighbourhood Housing Office, The Green,  
Town Street, Leeds LS18 5JB

Kirkstall Neighbourhood Housing Office, 45 Kirkstall Lane,  
Kirkstall, Leeds LS5 3BE

Little London Neighbourhood Housing Office, Oatland Drive,  
Little London, Leeds LS7 1SH

Otley One Stop Centre, 8 Boroughgate, Otley, Leeds LS21 3AL

Pudsey One Stop Centre, Town Hall, Robin Lane, Leeds LS28 7BL

Wortley Neighbourhood Housing Office, 36 Heights Drive,  
Armley, Leeds LS12 3SU



Call us on: 0800 915 1113\*  
or Minicom: 0845 127 1113

\*standard charges apply when calling from a mobile



Email us on:  
[wnwhl.enquiries@wnwhl.org.uk](mailto:wnwhl.enquiries@wnwhl.org.uk)  
[www.wnwhl.org.uk](http://www.wnwhl.org.uk)



Visit us at:  
Neighbourhood Housing  
Offices or One Stop Centres



Write to us at:  
Westfield Chambers, Lower  
Wortley Road, Leeds LS12 4PX



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