



# Westfield listens

Our aim is to provide good quality homes and services that meet customer needs and aspirations. Building customer involvements enables us to better understand these needs and aspirations and should mean better services.

Our community is at the heart of everything we do and your experiences and the benefit you get from our services are all-important.

To help and encourage people to get involved we are committed to providing a range of different opportunities that suit individual aspirations and circumstances. Take a look at our Customer Engagement Strategy on our website, that sets out how we aim to do this and covers the different opportunities that being involved provides.

Being involved ranges from taking part in occasional surveys, contributing to a project or activity, becoming a member of a panel to joining our Board.

Please get in touch if you would like to know more about being involved and having your say or if you can think of any ways in which we can improve our customer engagement on 01900 602906.

**We are keen to hear your views and suggestions and tenant engagement can bring amazing benefits including:**

- Delivery of better services
- Making sure we use our resources in the best ways
- Being involved in decisions affecting your home and community
- Helping to set priorities for services
- Your personal development, especially if you would like to become a member of the Board
- Increased satisfaction and better communication between you and Westfield Housing
- Improved links between Westfield and the wider community

## Ways to be involved

There are a range of ways you can choose to engage.

Some options take just a few minutes of your time, and some require more regular commitment. Whatever suits you best, just get in touch.

01900 602906

[enquiries@westfieldha.org.uk](mailto:enquiries@westfieldha.org.uk)

**We encourage feedback on various matters, such as:**

- Changes in rent and service charges
- Changes in tenancy conditions
- Changes to policy or practice that affect how we manage your homes or repairs
- Estate Management services and improvements
- Alterations, major repairs and improvements
- Changes to our ways of working
- Life after Covid



# Westfield listens

Don't have much time ? Why not consider different ways of engage-



## SURVEYS AND CONSULTATIONS

We aim to make surveys as easy to access and as short as possible to engage a wide audience. We carry out a major survey every three years, to establish what our tenants think about our homes and services. At other times we carry out short surveys seeking views on rents, maintenance and other issues. This is a great way to have your views heard without giving up too much of your precious time. Or take part in polls via text or online as another quick and easy way to share your opinions. We often offer prize draws for taking part too so don't miss out!



## DIGITAL OR ARMCHAIR SURVEYS

To be part of this group, you don't even have to leave the comfort of your own armchair! Our e-panel will act as a virtual customer panel providing feedback and comments via email, text message or telephone. We will consult with you regularly to get your suggestions and feedback on any plans and ideas we are considering.



**SOCIAL MEDIA** Follow us on social media and take part in surveys and questions via Facebook. You may even win a prize for taking part!



**CUSTOMER APP** Use our Customer portal and give us feedback on your experience.

When ever you need to you can also use :

### OUR COMPLAINTS AND COMPLIMENTS SYSTEM



If you have a complaint, or think we're doing well, tell us about your experience by getting in touch in any of the advertised ways. We review all complaints and compliments weekly and use the feedback to shape our policies and ways of working.



**ESTATE WALKABOUTS** If there are specific issues in your area, why not invite the Chief Executive or a member of the management team to join you on a walk round your estate or local area? It's an opportunity to talk about anything that you think we need to hear about.

We are very keen to hear your views in what ever way suits you best, so please contact us in either of the following ways..

CALL: 01900 602906

EMAIL: [enquiries@westfieldha.org.uk](mailto:enquiries@westfieldha.org.uk)

MESSAGE US : : Facebook

### TENANTS PORTAL

Log into your tenants portal. All you need is your tenant reference number. You can find this on your rent statement.

Alternatively a member of staff will be happy to help you with this. Staff will be happy to



# Westfield listens

**A little more time to give can make a real difference**

## **COMMUNITY GROUPS**

Being part of a community group gives you the opportunity to have a say on local issues. Westfield are very keen to have a community groups and will help set up the group if you are interested. We can support you as required and help you with finance and administration where necessary.

## **TENANT SCRUTINY GROUP**

The Tenant Scrutiny Group reviews Westfield's performance and shares its thoughts on a number of matters, including budgeting, service improvements and new ideas. The Group is the formal consultative group and will present papers to the Management Committee when necessary. A great training opportunity for those who wish to progress to Management Committee level.

## **CUSTOMER SOCIAL EVENTS**

Perfect for people who are happy to share their thoughts, but find meetings and committees uninteresting, daunting or dull.

This is an opportunity to have a good time whilst we take note of your views on serious subjects. You can attend as many or as few events as you like - there is no ongoing commitment involved. If you have any ideas for future events please let us know.

**Our Calendar of events for the coming months are:**



**We are aiming to put in place new involvement opportunities including establishing the following groups:**

## **DIGITAL GROUPS**

Digital Engagement Groups provide occasional feedback electronically or via telephone, it is our aim to hold digital group meetings regularly working in partnership with a Acuity.

## **NEIGHBOURHOOD INVESTMENT PANEL**

We are aiming to relaunch a revamped Neighbourhood Investment Panel to consider funding bids for local projects and activities that benefit the community

## **EDITORIAL GROUP**

We would like to develop a tenant's editorial group to help us in the development of our Tenants Newsletter and Annual Report to Tenants

## **LOCAL OFFER**

We want to review our Local Offer which is our commitment to delivering services and tasks important to tenants and residents to agreed standards. For more information about our promise to tenants, see our [Local Offer 2020/2021](#).

Your views and requirements are important to us. For more information on being involved please speak to your Housing Services Officer, contact us on 01900 602906 or email us on [enquiries@westfieldha.org.uk](mailto:enquiries@westfieldha.org.uk)