

Willow Tree Housing Partnership Limited (WTHP) is committed to giving our residents a meaningful role in improving our services. WTHP believes it is central to creating a way of operating, that fosters transparency in decision making, and of providing genuine influence for residents. This leaflet sets out the ways that residents can get involved.

How you can get involved?

WTHP offers a range of ways that you can be involved in decision making, such as:-

- joining our Residents' Panel
- joining our online feedback group
- taking part in one of our co-production events
- going to a Residents' meeting
- forming a Residents' Association
- attending an estate inspection

Residents' Panel

This is a group of residents interested in helping WTHP improve our services. They meet several times a year, either in person or via video link, to review policies, discuss areas of interest for residents and review complaints. Any resident can get involved, just call us for details.

Online Feedback Group

This group helps WTHP by providing feedback on customer service, and consultation on various topics, this is done via email. The group is open to all residents.

Co-Production Events

In co-production, we try to harness the expertise of our residents in the decision making process. This is normally a group of residents with experience in the service being reviewed.

Outside witnesses may be called in to help with the decision making process, but the residents will have the final say in how the service develops.

Residents' Meetings

Where there are particular issues on an estate or in an area, we may hold a residents' meeting. These meetings normally take place in a local hall and are open to all residents. Staff will be on hand to answer any questions.

Forming a Residents' Association

A Residents' Association is where a group of residents on an estate or in an area come together to help build the community and resolve any issues. WTHP can help set up the association and provide resources to assist with running it.

Estate Inspections

Housing staff carry out periodic estate inspections; these are publicised on Facebook. If you want to meet up with your Housing Officer or if you have any concerns about the communal areas, get in touch and we can make an appointment for you.

Residents' Newsletter

WTHP sends out a Newsletter three times a year. We try to include information that we think residents are interested in, and any developments within WTHP. We are always keen to receive contributions from residents. If you have an idea for an article, get in touch.

Facebook

Our WTHP Facebook page contains news, advice and information about WTHP and our residents. Like our page to receive updates and you can also message us through Facebook.

Annual Report to Residents

Every year we provide information for residents on our performance. This includes customer satisfaction, repairs performance, letting empty properties, rent arrears etc.

Satisfaction Surveys

Every 2 years we carry out a detailed customer satisfaction survey using some standard questions. This helps us to focus our work on improving the services that matter most to our residents. We also carry out some ad hoc customer satisfaction surveys.

We routinely contact people who have used our services to get feedback on their experience. For example, we contact most people who have had a repair carried out, new tenants, people complaining of anti-social behaviour and people who have made complaints. Again, we use this information to help to improve our services.

Consultation

Where there is an issue on an estate we may consult with the residents. For example, before upgrading a door entry system we may ask you about your experiences with the existing system and what improvements we could make.

Social Inclusion

WTHP helps to fund local groups with a small donation. For example, we might provide equipment for a local hall, help to put on social events or provide funds for activities. If you are involved in a local community group get in touch to see what help we might be able to provide.

Statutory Consultations

Where WTHP is entering into some larger contracts that residents will be paying for via their service charge, we will consult with you in a formal process.

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