

Weaver Vale Housing Trust - Resident Involvement Statement 2009

The Trust's Vision

"Transforming neighbourhoods, homes and services to improve the quality of life for our customers"

Working with, tenants, residents and leaseholders is a priority of Weaver Vale Housing Trust. We know that by working with you we will transform our neighbourhoods, homes and services.

This statement gives a range of opportunities for you to be involved. The opportunities range from Neighbourhood Events where all who live within the Neighbourhood can get involved with forums specifically for tenants of the Trust such as the Tenant Consultative Committee.

Weaver Vale Housing Trust - Resident Involvement Statement

We'll ask for your help in setting the Trust's priorities for the future.

We'll ask you what you think of the standard of our services and work with you to make them better.

We'll ask you which service standards are most important to you.

Your views will drive what changes we make.

We'll send you our "Get Involved" calendar every December so that you can choose how much or how little you want to be involved. We'll make sure that the list is clear to understand and that it gives a chance for all of our residents to be involved.

We'll give training, support and funding so that you can be involved if you want to. We will cover your travel expenses and child care costs where necessary.

We appreciate that not everyone wants to be involved so if you don't we will keep you informed through articles in the Trust magazine "Your Home," through local newsletters, on the Trusts website and in the local press and on Cheshire FM.

The Tenant Consultative Committee will look at all the relevant policies that we want to change. They will ask for help from partners, stakeholders or from other residents when necessary.

How Residents are involved in the way that the Trust is governed.

The Trust will have a minimum of 3 resident members on its Board (this is open to Trust tenants and leaseholders)

The Trusts Performance, Improvement and Enhancement Panel will carry out reviews of Trust services and provide a reality check that performance standards are being met and will review and monitor Trust services and provide a reality check from September 2009.

How will you know that we have kept our promises?

Through the use of an Impact Assessment, which will be produced in full consultation with the Tenant Consultative Committee, we will be able to show you how effective Resident Involvement at Weaver Vale Housing Trust is. Impact Assessments will be carried out once a year.

Contact Details

Further information can be obtained from:-

Georgia Winstanley- Resident Involvement Support Officer

Telephone Number 01606 813413

Email: georgia.winstanley@wvht.co.uk

**Gadbrook Point, Rudheath Way, Gadbrook Point, Northwich, Cheshire.
CW9 7LL**