

# Involvement menu

How you can help to  
shape our services



watford  
community  
housing

# How you can get involved

As a Community Gateway housing association it's important for us to empower our customers to not only shape the services we provide, but to give them opportunities to learn, gain new skills and improve their lives.

We have lots of great opportunities for you to get involved in our work – both large and small – so there is something for everyone.

This Involvement Menu sets out how you can make a difference by working with us to help us provide a better service, regardless of how much time you're able to commit.

## Icon key



Vote on big decisions



Write reports and monitor standards



Help ensure customers' voices are heard



Volunteer with us



Engage online



Train or gain a qualification



Join face-to-face meetings

## Light bites

Perfect if you don't have much time or would struggle to come to meetings regularly. These include one-off involvement opportunities such as Tenant Question Time.

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## Main meals

Work with us to provide more detailed feedback to help us shape our services. For example, you could undertake neighbourhood inspections or join a community group.

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## All you can eat

Support us with our largest projects, influence key decisions and develop your skills. For example, there are opportunities to join our Board or get involved with our Gateway Membership Team.

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## Takeaway

Opportunities suitable for even our busiest residents, including working with us from the comfort of your home by engaging with us through social media or by email.

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# Light bites

## Membership

As a Watford Community Housing customer you are eligible to become a member. This is how you ensure you are able to vote on any big decisions – and you can vote from home or by proxy if you prefer not to attend meetings in person.



## Service scrutiny day

Join a one-day session where you will look at a single service area in depth to assess how we're performing and how we can improve.



## Tenant Question Time

Organised by the Gateway Membership Team, which represents residents, these online events allow you to put your questions to a panel of staff.



## Community events

Volunteer at occasional events such as summer fairs and local fun days to support your community and develop skills.



# Main meals

## Customer champion

Help us shape a service that matters to you – such as equality and diversity, the green agenda or health and safety – by joining discussions and giving us feedback.



## Resident inspectors

Undertake inspections to ensure that cleaning and grounds maintenance standards are met.



## Complaints panel

Join our complaints panel to help resolve individual customers' complaints so we can understand what went wrong and how to resolve it. Training will be provided.



## Community/residents' group

Come along to your local residents' group – or even help to start a new group – so you can improve the area you live in.



# All you can eat

## Join our Board

Our Board is responsible for the biggest decisions. There are opportunities for you to become involved with Board Committees, as well as the Board itself.



## Gateway Membership Team

Apply to join our Gateway Membership Team which represents all our residents. They hold regular meetings to discuss key issues that affect residents and they work closely with staff and our Board.



### Want to find out more?

If you're not sure which options would suit you or would like to have an informal chat with us about how you could get involved, please don't hesitate to contact us.

**0800 218 2247**  
**community@wcht.org.uk**

# Takeaway

## Give us feedback

Take part in digital surveys or join online discussions on a specific topic on an occasional ad hoc basis.



## Join a funding panel

Join a panel of staff and tenants to consider online funding bids for community projects.



## Join our opportunities programme

Register to join our exciting programme and we'll let you know about training or employment opportunities that can help you to improve your skills and reach your potential.





**watford**  
community  
housing

Watford Community Housing  
59 Clarendon Road  
Watford, Hertfordshire  
WD17 1LA

T: 0800 218 2247

E: [community@wcht.org.uk](mailto:community@wcht.org.uk)

[www.wcht.org.uk](http://www.wcht.org.uk)

Registered Society No: 30183R  
Registered Housing Trust No: L4495

Watford Community Housing has charitable status.  
It is a Registered Society under the Co-operative and  
Community Benefit Societies Act 2014 and is regulated  
by the Homes and Communities Agency (HCA).