



Involvement menu

How you can help to
shape our services



watford
community
housing

Icon key



Level of involvement and time required



Vote on big decisions



Write reports and monitor standards



Share your thoughts with a video diary



Representing others



Opportunity to listen/share with no obligation to join in



Engage online



Train or gain a qualification



Face-to-face meetings

How you can get involved

We have lots of opportunities for you to get involved in shaping the work we do and the services we deliver. With opportunities large and small, 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.

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.

[» turn to page 2](#)

Main meal

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.

[» turn to page 3](#)

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 scrutiny reviews.

[» turn to page 4](#)

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.

[» turn to page 5](#)



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.



Behind-the-scenes tour

Shadow staff and see what we do first-hand! Sit with staff and then work with the communications team to share your experience with all residents.

Tenant Question Time

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



Diversity and inclusion events

Come and listen to speakers on a range of topics that affect our community, such as living with conditions like dementia and COPD. Tell us what you'd like to see!



Main meals



Join a community group

Attend meetings in your local area to help build friendlier communities. We provide funding for you to run community projects and events.



Resident inspectors

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



Customer contract managers

Represent all residents by becoming a part of a core group for each of our large contracts.



Complaints panel

Work with us to deal with real complaints from real customers. Help us to understand what went wrong, and how best to resolve it.



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.



Expert customers

We are looking for a small number of residents to lead scrutiny teams and deliver scrutiny reports. We offer these residents specific training, making this a great opportunity to gain a qualification.



Committee members

Residents' Associations and community groups have opportunities for a Chair, Treasurer, and Secretary. This would be a great opportunity to develop new skills and bring your existing ones to your community.



Gateway Membership Team

Work closely with us and our Board by joining our Gateway Membership Team, which represents all residents. The team holds regular meetings to discuss key issues that affect residents.



Takeaway



Email engagement

If coming to meetings isn't for you, you can work with us from the comfort of your own home, communicating with us by email. For example, we are looking for residents to help us review applications for funding from local charities and community groups.



Gateway Voices

See what is coming up and put your questions to our staff through the Gateway Voices page on Facebook. This is also an opportunity to connect with fellow residents.



Community Options Studies

This is your chance to tell us about your community and to work with us to improve it. Be sure to have your say when we come to visit your local area to record video diaries of residents' views.



Ready to order?

Our goal is to offer a platform for everyone and a voice for all – hopefully you’ve worked up an appetite to have your say!

Let us know how you’d like to get involved. You can call our Communities team on 0800 218 2247, email us at community@wcht.org.uk, or complete this form and send it to: Communities, Watford Community Housing, 59 Clarendon Rd, Watford, Herts, WD17 1LA

I would like to know more about:

Light bites		Main meal	
Membership	<input type="radio"/>	Community groups	<input type="radio"/>
Behind-the-scenes tour	<input type="radio"/>	Resident inspectors	<input type="radio"/>
Tenant Question Time	<input type="radio"/>	Customer contract managers	<input type="radio"/>
Diversity and inclusion events	<input type="radio"/>	Complaints panel	<input type="radio"/>

All you can eat		Takeaway	
Working with the Board	<input type="radio"/>	Email engagement	<input type="radio"/>
Expert customers	<input type="radio"/>	Gateway Voices	<input type="radio"/>
Committee members	<input type="radio"/>	Community Options Studies	<input type="radio"/>
Gateway Membership Team	<input type="radio"/>		

-
- I would like to become a member of Watford Community Housing
 - I would like to find out about my local residents’ group
 - I would like help using email or Facebook

My details:

Name:

Address:

.....

I would like to be contacted by: email phone

Phone number or email:





watford
community
housing

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

T: 0800 218 2247

E: community@wcht.org.uk
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).