

# HAVE YOUR SAY!

## ON THE SERVICES DELIVERED BY VALE HOMES.

VALE HOMES WANT TO ENSURE TENANTS AND LEASEHOLDERS PLAY AN ACTIVE PART IN SHAPING THE SERVICES THEY RECEIVE.

## OUR VISION

### OVER THE NEXT 3 YEARS, VALE HOMES WILL FOCUS ON 4 AREAS OF WORK:

- Ensuring tenants and leaseholders feel listened to and are valued.
- Ensuring tenants and leaseholders can actively influence change in services.
- Create involvement opportunities for all to contribute as much or as little as they'd like.
- Investment in financial resources to help create these opportunities.



## HOW TO GET INVOLVED

- Join a Tenant or Resident Group.
- Complete our online surveys.
- Attend working group meetings.
- Become a Mystery Shopper or Service Quality Assessor.

*Training and support will be provided all agreed out of pocket expenses will be paid OR reimbursed*



## WANT TO GET INVOLVED

### TO GET INVOLVED, OR FOR MORE INFORMATION:

✉ [Get-involved@valeofglamorgan.gov.uk](mailto:Get-involved@valeofglamorgan.gov.uk)

Or contact a member of the Tenant Engagement and Investment team:

**Heather Powney, Senior Tenant Liaison Officer**

☎ 07702338840 ✉ [hpowney@valeofglamorgan.gov.uk](mailto:hpowney@valeofglamorgan.gov.uk)

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This document can be made available in other formats (large print, audio, British Sign Language and Braille as appropriate) and different languages upon request.

