



How to get involved and have your say on what we do



Pride in Our Homes, Proud of Our Neighbourhoods

We aim to deliver excellent housing services. As our customer, we believe that you should be involved in decision making and have a say on how we run our services.

By getting involved you can:

- influence decisions that affect your housing service
- help us to provide better quality services
- make your home and neighbourhood a better place to live
- develop your own skills

There are several different ways to get involved. Some will involve more time than others but all are valuable ways to help us improve our services to you. Don't worry if you have never done this sort of thing before. Training is available if needed, and there will always be a member of the LMH team on hand to help. Choose how you want to be involved from the different options in this leaflet, then complete and return the tear-off card (no stamp needed).

Armchair consultation

Get involved without leaving home: by email/post/telephone/text message or home visits. It is a great way to give us your views if it is difficult to attend meetings.



Website

You can use our website to find out the latest news; give us feedback; report repairs and for paying your rent. Simply go to www.liverpoolmutualhomes.org

Resident meetings

These are held locally during the day or in the evenings. Some are general discussions and others focus on a specific issue. You will be sent details of all meetings near you and can choose which ones to go along to.

Mystery shopping

This is your chance to test how well we deliver our services. Are we meeting our customer service targets? Do we give the right information? You tell us.

Customer focus groups

These are set up to look at improvements to specific LMH services e.g. repairs, anti-social behaviour, tenancy management. They allow customers to work alongside LMH staff to bring about improvements.

Tenants and residents associations

These are a great way of getting together with neighbours to discuss issues that affect your local area. They develop a neighbourhood spirit and it is always good to share what you think, knowing that others feel the same way as you.

Reading panel

Help with our information leaflets, newsletters and other materials by making sure that what we produce is easy to read, easy to understand, useful and relevant.

Area boards

Our five area boards help influence housing services in each area. Their role is vital in monitoring local performance and how work is being done in your neighbourhood.

Management board

8 out of 15 places on the board are for tenants and leaseholders. The board meets regularly and is responsible for overseeing our work, making sure that agreed plans are carried out and promises kept.

Tenant inspector

Tenant Inspectors are tenants who independently inspect our services to make sure that we are working to the highest standards, delivering our services in line with our plans and policies, and meeting our customers' needs.

Customer involvement steering group

This group consists of customers working with staff to oversee customer involvement in all service areas. This group will influence service delivery and critically review and recommend improvements to involving customers at all levels throughout the organisation.





Simply tick the boxes to show how you would like to be involved, fill in your details and put the card in the post. No stamp needed.

I'd like to get involved and have my say. Please send me more information about the following:

- Armchair consultation
- Website
- Resident meetings
- Mystery shopping
- Customer focus groups
- Tenants and residents associations
- Reading panel
- Area boards
- Management board
- Tenant inspector
- Customer involvement steering group

Name: _____

Address: _____

Postcode: _____

Telephone: _____

Email: _____

FREEPOST LMH





How to get involved and have your say on what we do - Translation, braille, audio tape and large print available on request. Call us on 0800 678 1894

Cómo participar y cómo opinar acerca de lo que hacemos - Traducción, Braille, cinta de audio y letras más grandes disponibles a solicitud. Llámenos al 0800 678 1894. (Spanish)

Sida aad uga qayb geli karto ee aad ra'yigaaga uga dhiiban karto waxa aannu qabanno - Turjumaad, farta braille ee dadka indhaha la', cajalad dhegeysi ah iyo far waaweyn ayaa la heli karaa marka la codsado Naga soo wac lambarka 0800 678 1894. (Somali)

Как принять участие и высказать свое мнение о том что мы делаем - По вашей просьбе информация может быть предоставлена на другом языке, шрифтом Брайля, в аудиозаписи или большим шрифтом. Звоните нам по телефону 0800 678 1894. (Russian)

توص طئ ارشو لئ ار ب قئ یرطو تام جرت دجوت - مل عفن ام یف یأر ءادباو ءكراش مل ائی فئیك مق ر یل ع ان ب لصتا بلطلا دن ع قرفاوتم قز یبك تا عوبطمو 0800 678 1894. (Arabic)

ئار ب دئناوتئم دئش اب لئام هچن ان چ - دئق ع زاربا و امتئ ل اعف رد تئك رش یگن وگچ طبض ای (نائان یبان صوص خم) لئرب فورح ای مم جرت تروص هب تنا ع لطن نئ ا تئفا یرد دئد تئس او خرد گرزب فورح اب بچ ای و ئتوص راون یور رب 0800 678 1894. (Farsi)

如何参与我们的活动并发表意见 如需翻译、盲文、录音磁带和大字版本，请随时索取 请拨打 0800 678 1894 与我们联系 (Chinese)

 0300 123 2300

 0800 678 1894

 LMH CONNECT

LMH offices

All offices are open Monday to Friday, 9.00am to 5.00pm.

Please note, on Wednesday all offices are closed from 9.00am to 10:30am for staff training.

North West 3 Mark Steet, L5 ORF

North 3 Falklands Approach, Off Parthenon Drive, L11 5BS

East Unit One, Montrose Business Park, Edge Lane, L7 9PX

West 172 Park Road, L8 6SJ

South 4 Smithdown Place, L15 9EH

Head Office Commutation Plaza, 1 Commutation Row, L3 8QF



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