

Council Housing Management Service

I want to get involved

Cheshire West and Chester Council are passionate about working together with you to provide services that make a big difference to you and your community.

Your involvement will help us make improvements to the services we provide.



What's on offer

You can get involved...

- From the comfort of your home
- By taking part in one off or regular activities
- In your neighbourhood



How do we support you?

Staff are on hand to provide relevant support and training.



How much time does this take?

You can choose to be involved in as little or as much as you would like...

5-10 minutes from the comfort of your home

2-4 hours for one off activities

1-4 hours each quarter for regular activities

1-2 hours as and when in your neighbourhood



How can I get involved from the comfort of my own home?

You can play an important part in influencing services from the comfort of your home.

- You can take part in a survey.
- You can choose a specific topic that is of interest to you such as:

Homes – from repairs to paying your rent

Neighbourhoods – from grounds maintenance to communal areas and caretaking

Tenant – from tenant services to how we communicate

Home ownership – from shared ownership, Right to Buy or leaseholder.

How can I get involved in one-off activities?

You can play an important part in influencing services by attending one-off activities or meetings.

- You can be involved in attending a focus group, either online or in person on a specific category.
- Another way to get involved is through mystery shopping.

How can I get involved in regular activities?

If you have a little more time on your hands, we have a range of regular activities that you can get involved in:

Council Housing Management Board

You can be part of the Housing Management Board, who will be an Advisory Body to the Council's Executive.

Contact us on tel: **0300 123 7724**

Building Safety Tenant Inspectors for High Rise

You can undertake regular safety inspections of high-rise buildings, sharing feedback to ensure continuous improvement in the safety of high-rise buildings.

Building Safety Forum for High Rise (online and in person)

You can meet up with Cheshire West and Chester Council employees and participate in the making of building safety decisions.

Complaint Panel

You can monitor complaint satisfaction to identify whether we are listening and understanding tenants views.

How can I get involved in my neighbourhood?

We know that being part of your community is important to you. Our involvement opportunities include:

Taking part in...

- Neighbourhood walkabouts
- Local activities in neighbourhoods
- Improving local green spaces and community areas
- Regeneration projects

We can help you to explore the many volunteering opportunities available to you in your local area.

Accessing Cheshire West and Chester Council information and services

Council information is also available in audio, Braille, large print or other formats. If you would like information in another format or language, including British Sign Language, please email us at: equalities@cheshirewestandchester.gov.uk

You can also telephone: **0300 123 8 123**
or textphone: **18001 0300 123 8 123**
website: www.cheshirewestandchester.gov.uk