

Do you ever wonder...

Where do my rent and service charges go?

How does Waverley Housing deal with a repair?

How do Waverley Housing let their properties?

How does Waverley Housing maintain their properties?

Do you ever think...

I want to find out more

I have a better idea than that!

I want something better for my home

I want to get involved but not sure where to start?

“Tenant participation is about tenants taking part in the decision making processes and influencing decisions about housing policies, housing conditions and housing related services.

It is a two-way process which involves the sharing of information, ideas and power. Its aim is to improve the standard of housing conditions and services.”

Waverley Housing
Tenant Participation Strategy

CONTACT US!

Pamela Martyn
Tenant Participation Officer

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tenant participation



get involved!



Hello! My name is **Pamela Martyn** and I am your **Tenant Participation Officer**.

My post is a joint initiative between Waverley Housing and Eildon Housing Association in the Scottish Borders.

As your Tenant Participation Officer, my job is to help you get the most out of your tenancy with Waverley Housing. It is important that you are involved in shaping housing policies and services—after all, they affect you the most!

I am here to listen and to help you become more involved with Waverley Housing. Together, we can make your voice heard on housing issues and services. You really can make a difference to your tenancy and your local area.

You can contact me on the phone, by letter, by email—or arrange to pop into the office!

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HOW CAN I GET INVOLVED?

Tenants and Residents Groups

Starting up a tenants group in your area, or getting involved in an existing group is a very effective way to get involved with your housing service.

Tenants groups are made up of people who come together to try to improve their local community.



Tenants Opinion Panel

Becoming part of a tenants opinion panel means that you are contacted to give your opinions on issues that **you** are interested in. You can give your views by:

- telephoning your Tenant Participation Officer
- sending a text or email
- writing a letter
- pop into the office!
- coming along to meetings

You tell us what you think, in whatever way suits you best!
Email, meeting, phone...

WHAT'S IN IT FOR ME?

- Make sure you get best value for money
- Learn about what is happening at Waverley Housing
- Learn new skills –training opportunities can be provided!
- Meet new people –make new friends !
- Help your community
- Have some fun!

You can get involved as much, or as little as you want to.

You may only have one issue to address or you may want to form a longer term group – whatever you need- your Tenant Participation Officer is here to help you make a difference!

