

Further information

If you would like further information or would like to get involved, please contact your Housing Officer.

You can also contact us by:

Telephone – please call 01323 340018 or your Housing Officer directly.

Via email – info@bht.org.uk

Through **MyTenancy** (BHT's online platform – please contact us for a login)



بحاجة إلى ترجمة؟

অনুবাদের প্রয়োজন?

你需要翻譯嗎？

به ترجمه نیاز دارید؟

Precisa de tradução?

Вам нужен перевод?

Necesitas una traducción?

Çeviriye ihtiyacınız var mı?

શું તમને અનુવાદ જોઈએ છે?

ژباړه یې غواړئ؟

Avez-vous besoin d'une traduction?

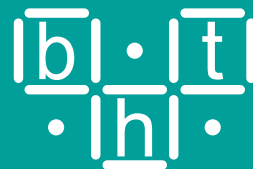
Benötigen Sie eine Übersetzung?

To request a translation or large print version of this leaflet:

Please call **01323 340018**

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Housing Services

Combating Homelessness • Creating Opportunities • Promoting Change



INVOLVEMENT & COMMUNICATION

We want you to get involved in your housing so that we can work together to **constantly improve our homes and services.**

Involvement and Communication

We want you to get involved in your housing so that we can work together to constantly improve our homes and services.

You could have a say in the following areas:

- BHT's decision making
- our service delivery
- your local community
- your own self-empowerment opportunities

How can I get involved?

There are lots of ways you can get involved with BHT.

Below is a list of possible options – if you have any other ideas then please contact us.

- ✓ become involved in helping us to **recruit our staff and contractors**.
- ✓ giving us **individual feedback** to improve services through complaints, emails, by telephone and in person.
- ✓ shaping our services through **completing surveys, attending focus groups or working groups**.

- ✓ **improving local services and your community** through tenants' meetings, becoming a trained BHT Inspector (inspecting repairs, empty properties, cleaning or gardening) or organising a community event
- ✓ **shaping our policies and communications** to all tenants through being a **constructive critic**
- ✓ interacting with us through **Facebook** and **Twitter**
- ✓ **finding out about us** through our newsletter, website, tenants handbook and service leaflets
- ✓ joining our **editorial panel** helping to shape your newsletter and contributing articles

What's in it for me?

- ✓ taking **learning opportunities** in such areas as negotiation, IT skills, mystery shopping, CV writing, repairs and presentation skills
- ✓ **breaking down barriers** and providing constructive feedback – you live here, so you know best
- ✓ meeting new people and **having fun**



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