

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.

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

WHY GET INVOLVED?

- Getting involved:**
- a. Allows your ideas to be listened to
 - b. Become part of the community
 - c. Help influence positive changes in your area.

WANT TO GET INVOLVED?

To get involved or for more information:

Get-involved@valeofglamorgan.gov.uk

Or contact a member of the Tenant Engagement & Investment Team:

Shani Payter, Community Investment / Involvement Officer and Resident Group Lead

☎ 07813068324 ✉ spayter@valeofglamorgan.gov.uk

Ben Miller, Community Investment and Housing Support Apprentice

☎ 07711991890 ✉ benmiller@valeofglamorgan.gov.uk

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(large print, audio, British Sign Language and Braille as appropriate) and different languages upon request.

