

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.

OUR VISION

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



WANT TO GET INVOLVED

To GET INVOLVED, OR FOR MORE INFORMATION:

✉ Get-involved@valeofglamorgan.gov.uk

Or contact a member of the Tenant Engagement and Investment team:

Lianne Young, Digital Engagement and Volunteering Officer

☎ 07522710254 ✉ lyoung@valeofglamorgan.gov.uk

Mark Ellis, Community Investment and Involvement Officer

☎ 07826020707 ✉ markellis@valeofglamorgan.gov.uk

Shani Payter, Community Investment and Involvement Officer

☎ 07813068324 ✉ spayter@valeofglamorgan.gov.uk

This document can be made available in other formats (large print, audio, British Sign Language and Braille as appropriate) and different languages upon request.

