

Shaping services for you

How you can get involved



We want you to help shape the services that we deliver at Black Country Housing Group. You can help us by getting involved and this leaflet tells you how you can play your part.

Black Country Housing Group wants to provide you with excellent services that are suited to your needs. Residents and communities help us to shape these services by getting involved.

Our Housing and Community Regeneration Team is here to work with you in a range of ways – giving you the opportunity to make a real difference to the work we do.

By getting involved, it makes you feel good because you are making a contribution and it will help to strengthen the community where you live.

How you can get involved

There are a number of ways that you can get involved:

- Join the editorial panel of CHAT magazine – our quarterly residents' newsletter
- Be a resident Board member – part of a body of elected or appointed members who jointly oversee what we do
- Join our residents' group – a forum for residents who help to co-ordinate activities in your neighbourhood
- Help to review our services and check how we're doing as part of our Tenant Scrutiny Panel

You can also get involved by volunteering to help with a community event or project – they can be lots of fun and very productive.

You can be part of estate clean-up days and estate walkabouts or you can help to organise social events and fun days.

Whatever you choose to do, volunteering can really benefit both the community and your family. Why not get involved today?



**If you want to get involved, or would like further information,
please contact us on 0121 561 1969 or send an email to:
crdmailing@bcha.co.uk**

Need help using our services?

If you are deaf or hard of hearing, all of our offices have hearing loops – please ask our receptionists. These help you hear more clearly and reduce background noise if you use a hearing aid or loop listener. If you would like a hearing loop for a meeting, let us know beforehand. If you are blind or partially sighted we can give you information in large print, on audio tape or in Braille. Please phone 0121 561 1969 to discuss your needs with us. If your first language isn't English, we can provide an interpreter either to help you over the phone or in person.

How to contact us:

- Phone: 0121 561 1969
- E-mail: housing@bcha.co.uk
- Website: www.bcha.co.uk (fill in our online form)

Black Country Housing Group Ltd
134 High Street
Blackheath
West Midlands
B65 0EE

- You can also write to us at the address above
- You can also call in to our offices at the same address