Be part of it! INVESTORS IN PEOPLE





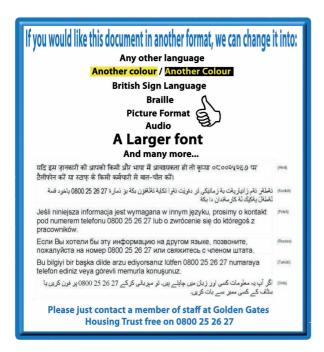




Getting involved - how can I have my say?

At Golden Gates Housing Trust (GGHT) we want to deliver excellent service to all our customers. To do this, we believe that you, the people who use our services should be making the decisions with us – by sharing your views and ideas at a level that suits you. There are a wide range of ways you can get involved. Simply complete this card and return to us and we will contact you with more information. Or just give us a call direct on 0800 25 26 27 (option 3) and ask for the Tenant Participation Team.

How?	Tick if interested	Your details
Armchair Consultation – give your views by email, post, phone or text in the comfort of your own home.		Name:
Meeting with us: Tenant Inspectors – see what goes on behind the scenes by inspecting our services. Customer Consultation Panel – give your views and discuss service changes across GGHT. Communications Panel – reviewing GGHT website, leaflets, News & Views and		Age (optional): Address:
much more. Leaseholders Focus Group – for leaseholders to give views on issues that affect them.		Contact Number:
Tenant Board Member – be a Board member and be part of making strategic decisions about GGHT (vacancies arise annually). Scrutiny Panel – scrutinise our performance and how we deliver services, challenge		Email:
decisions made by the Board, review policies and monitor GGH performance. FREE Training – get involved in one of our courses, meet new people and learn new skills.		We do not want any customers to be out of pocket for giving us their views and getting involved. So when we hold any meeting or consultation event we pay out of pocket expenses to everyone who attends to cover their costs and will provide refreshments.
Your local Tenants & Residents Association – join your local group. Attending special events – if you would like to be kept informed about fun days, conferences, seminars etc.		These payments do not affect any benefits you may receive.
		Golden Gates





Freephone: 0800 25 26 27

Mobile Phone users: 01925 452452 (standard rate)

Website: www.gght.org.uk Email: tenant.participation@gght.org.uk Golden Gates Housing Trust Tenant Participation Team PO Box 1181 Warrington WA1 9FB