

Be part of it!



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?

Armchair Consultation – give your views by email, post, phone or text in the comfort of your own home.

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 much more.

Leaseholders Focus Group – for leaseholders to give views on issues that affect them.

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 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.

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.

Tick if interested

Your details

Name: _____

Age (optional): _____

Address: _____

Contact Number: _____

Email: _____

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.

These payments do not affect any benefits you may receive.



**Golden Gates
Housing Trust**



If you would like this document in another format, we can change it into:

Any other language

Another colour / Another Colour

British Sign Language

Braille

Picture Format

Audio



A Larger font

And many more...

यदि इस जानकारी को आपको किसी और भाषा में आवश्यकता हो तो कृपया 0200252627 पर (Hindi)
टैलीफोन करें या स्टाफ के किसी कर्मचारी में बात-चीत करें।

تلفون نمبر 0800 25 26 27 پر ہمارے ساتھ بات کرنے کے لیے ہمیں اطلاع دیں۔ (Urdu)
تلفون نمبر 0800 25 26 27 پر ہمارے ساتھ بات کرنے کے لیے ہمیں اطلاع دیں۔

Jeśli niniejsza informacja jest wymagana w innym języku, prosimy o kontakt (Polish)
pod numerem telefonu 0800 25 26 27 lub o zwrócenie się do któregoś z
pracowników.

Если Вы хотели бы эту информацию на другом языке, позвоните, (Russian)
пожалуйста на номер 0800 25 26 27 или свяжитесь с членом штата.

Bu bilgiyi bir başka dilde arzu ediyorsanız lütfen 0800 25 26 27 numaraya (Turkish)
telefon ediniz veya görevli memurla konuşunuz.

اگر آپ یہ معلومات کسی اور زبان میں چاہتے ہیں۔ تو مہربانی کر کے 0800 25 26 27 پر فون کریں یا (Urdu)
سٹاف کے کسی ممبر سے بات کریں۔

Please just contact a member of staff at Golden Gates
Housing Trust free on 0800 25 26 27



Golden Gates
Housing Trust

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
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