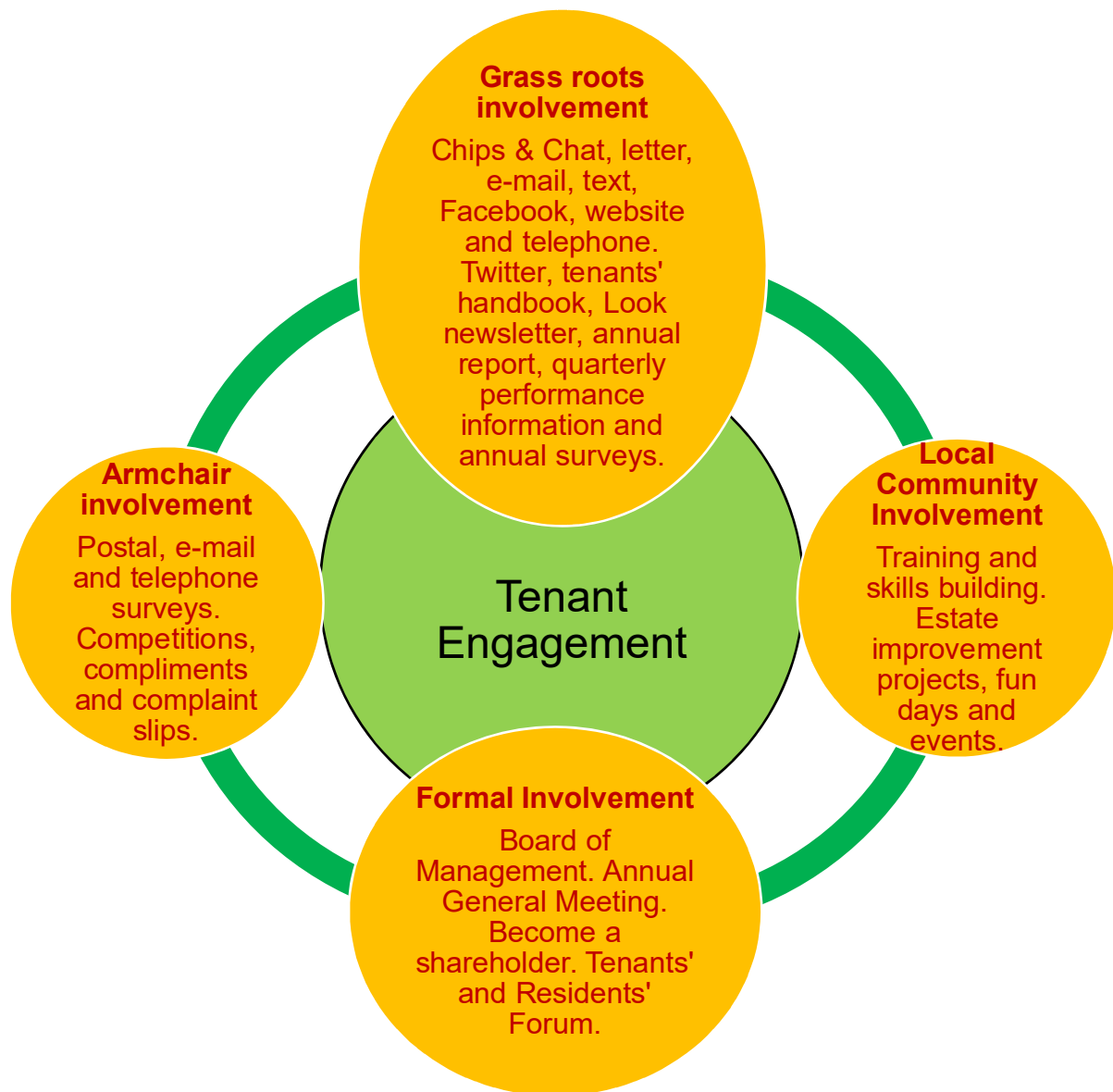


## Ways To Be Involved



### Digital means of engagement

#### Formal involvement

#### Grass Roots Involvement

##### Chips & Chat

Dates advertised on Facebook, information is shared with tenants who attend on how to get involved digitally; i-pads are used at the meeting to access information for tenants and to search on our system for jobs; rent queries they may have; planned maintenance programme.

## Text

Employees at MWHHA use text/messenger and [WhatsApp](#) to communicate with tenants and residents if it is a method that they prefer. This can sometimes be free of charge to use.

## Facebook

Tenants actively use Facebook to post both negative and positive feedback, ask questions, chase repairs etc. Negative feedback is not always good but it enables MWHHA to improve its service and share with the wider group of tenants that it will respond, take ownership of any errors and ensure that they are rectified. Positive feedback includes tenants sharing when they have received great service from MWHHA and individual employees. Tenants responding to other tenants to answer queries and share information. [To also contact tenants for feedback via polls.](#) Sharing information relevant to their communities. [Posting short videos for information and "how to" videos that are produced by staff; also making short video stories starring tenants sharing their particular stories.](#)

## **Local Community Involvement**

### Training & skills

Enabling tenants to access training online. Hosting computer training for tenants at Ty Canol House.

Investigating the possibility of providing free Wi-Fi for tenants throughout our stock. Also providing free recycled computers for tenants to enable them to study/access the internet etc. Tenants' resource room with free access to computers available.

### Estate Improvement

Sharing pictures and results on Facebook and on the website, of community events.

### Fun Days and Events

Taking photos/videos and sharing on social media while the event is happening to encourage tenants and residents to come along.

## **Formal Involvement**

### Board of Management

Minutes of non-confidential meetings are available on the website.

Information regarding the Annual General Meeting is on the website and can be shared on Facebook.

Tenants' and Residents' Forum.

Skype is available to tenants who are unable to attend the meeting but want to participate. Dates of meetings and minutes are shared on the website. Dates of meetings are shared on Facebook.

### **Armchair Involvement**

#### E-mail surveys

Tenants contacted by e-mail and Facebook to carry out surveys/complete questionnaires. **E-mail blaster being finalised to enable MWAHA to contact tenants directly with information relevant to them.**

#### Competitions/Incentives

Information on competitions shared on Facebook. **Looking to re-start similar group to the Mid-Wales 50 where tenants are asked to get involved and contacted via e-mail for feedback. Could also utilise e-mail blaster for this.**

### **Traditional means of engagement**

#### **Formal Involvement**

#### **Grass roots involvement**

##### Chips and Chat

Invitations are sent to tenants in the post, dates advertised in the newsletter. Information is shared with tenants who attend about events, etc. in their local communities. Various external speakers are invited to attend meetings.

#### **Local Community Involvement**

##### Training & skills

Enabling tenants to access training resources locally or organising training via MWAHA.

##### Estate Improvement

Led by members of Community Housing Team to identify areas/estates that require improvement. Speaking and working with tenants and residents directly for ideas where things can be improved.

##### Fun Days & Events

Holding events in communities, speaking to people face to face and also handing out leaflets with information.

#### **Formal Involvement**

##### Annual General Meeting

Tenants and residents are informed of the date of the AGM and invited to attend.

##### Shareholder

Information on how to become a shareholder is shared with tenants.

### Tenants' and Residents' Forum

Attending meetings, looking at policies, being kept informed. Being involved in the interview process for positions at MWA where the role is front facing – e.g. setting questions to be asked at interview and interviewing applicants where relevant.

### Armchair Involvement

#### Postal & telephone

Tenants contacted by post and telephone to carry out surveys/complete questionnaires.

#### Competitions/Incentives

Information on competitions in newsletter.

#### Chips & Chat

Invitations are sent to tenants in the post, dates advertised in the newsletter. Information is shared with tenants who attend about events, etc. in their local communities. Various external speakers are invited to attend the meetings.

