

## How to find out more?

Contact Wendy Chan, our Customer Engagement Officer, on 0131 553 8707 or email her at [wendy.chan@polha.co.uk](mailto:wendy.chan@polha.co.uk)

**Please tell us if you would like this leaflet in large print, in Braille, on audiotape, in another language, or in another format.**

If you would like this document in another language or format, or if you need the services of an interpreter, please contact us.

إذا أردت هذه الوثيقة بلغة أخرى أو بطريقة أخرى، أو إذا كنت بحاجة إلى خدمات مترجم، فندرج أن نقوم بالاتصال بنا.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

本文件可以翻譯為另一語文版本，或製作成另一格式，如有此需要，或需要傳譯員的協助，請與我們聯絡。

यह दस्तावेज़ यदि आपको किसी अन्य भाषा या अन्य रूप में चाहिये, या आपको आनुवाद-सेवाओं की आवश्यकता हो तो हमसे संपर्क करें

ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਟਿੰਟਰਪ੍ਰੈਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਦੱਸੋ।

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو براہ مہربانی ہم سے رابطہ کیجئے۔



PORT OF LEITH  
HOUSING ASSOCIATION

108 Constitution Street, Leith, Edinburgh EH6 6AZ

Phone:

Repairs: 0808 100 0403

Housing and other enquiries: 0131 554 0403

Fax: 0131 555 1504

Email: [info@polha.co.uk](mailto:info@polha.co.uk)

Scottish charity number: SC027945

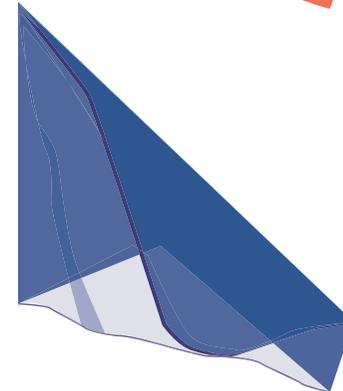
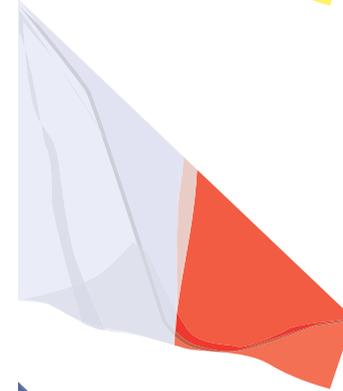
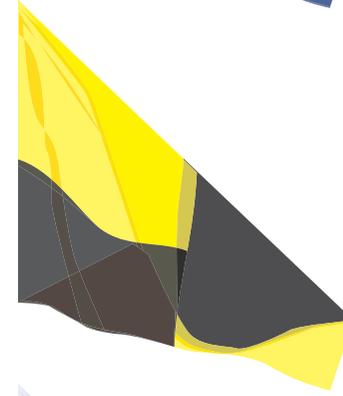
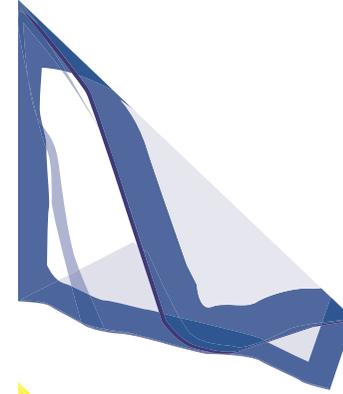
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PORT OF LEITH  
HOUSING ASSOCIATION



**Ways to  
get involved**



## ***At Port of Leith we want to provide excellent services and we would like your help to achieve this.***

As the customer, you are in the best position to tell us what you think of the services we are providing to you and where you feel we need to improve. You also have the right to be consulted about any changes that could affect you in your home and in your local area.

If you would like to have your say, we offer a number of ways in which you can get involved. Whether you just want to fill in the occasional survey or you want to join a group to have your say, you can choose the level of involvement that suits you.

As a thank you for your contribution we offer incentives, such as vouchers, for getting involved in some of our customer-involvement activities.

### **Here are some ways you can get involved . . .**

#### **Board member**

The board is responsible for managing our association. As a board member you would be expected to go to regular meetings and take part in training.

#### **Tenant inspector**

You would be invited to inspect and analyse the service we are providing and make recommendations for improvements. Tenant inspectors are given support and training.

#### **Communications group**

Members help to improve written information and decide how it is provided to customers, for example leaflets, landlord performance reports, tenant's handbook and newsletters.

#### **Focus groups**

By joining a focus group you can share your views and have your say on proposed changes to policies or services before we make any decision.

#### **Mystery shopping**

Are you interested in testing out our customer service and letting us know how we are doing? If so, we will give you support and training to become a 'mystery shopper'.

#### **Registered tenant organisations**

You can form a formal residents' group and work with us to deal with issues affecting residents in your area. Registered tenant organisations (RTOs) have the right to be consulted on housing matters that may affect them.

#### **Tenants' and residents' groups**

You can form an informal group to look at issues affecting residents in your area. These groups do not need to register with us.

#### **Estate walkabouts**

You can meet with staff to inspect the shared areas and work together to make improvements to these areas.

#### **Consultation register**

We would ask you to fill in the occasional survey or questionnaire or help us to review an updated policy or service (or both).

#### **Member of the association**

As a member of our association you would receive our annual report and be invited to attend our annual general meeting (AGM). Memberships cost £1 and cannot be refunded if you change your mind.