

What is Your Voice?

Our tenants are the heart of our business, our most important stakeholders. We are committed to providing you with opportunities to participate and engage with us; to help shape, influence and improve the services we deliver, when and how you want to. Participating with us can involve different levels of engagement, from simply following us on Facebook to being an active member of our scrutiny panel.

Our Tenant Engagement and Communication (TEC) Strategy sets out in detail the role of Your Voice, our tenant participation group, and how we aim to engage with you.

Your Voice is a forum for tenants and gives you the opportunity to let us know what you think about changes to policies and procedures and what you would like to see improved. It means that you are able to shape the service in the future and to make a difference to what the Association does. You will be consulted about proposed service improvements and changes to policies and your input is invaluable to us.

No matter how much time you can give to engage with us, we value this and want to enable new ways of participating, such as 'Quick Surveys' and 'Community Chats'.

If you feel that you don't want to participate, then that's ok too, but why not give us a try and see all the new developments we have instore for you.

How does Your Voice work?

If you register as a member of Your Voice, we will contact you when we are reviewing our services and policies. Members taking part in consultation exercises are also eligible to be entered into prize draws that we hold from time to time.

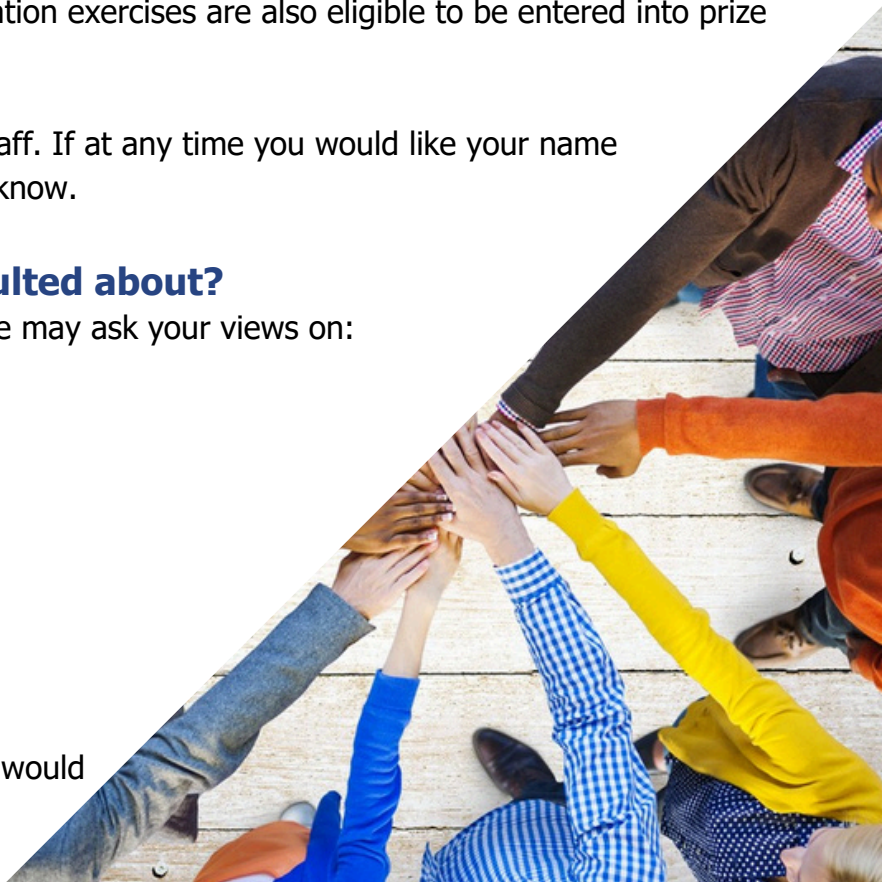
This is a partnership between tenants and staff. If at any time you would like your name taken off the Your Voice register, just let us know.

What sort of things can I be consulted about?

The following is a list of the type of things we may ask your views on:

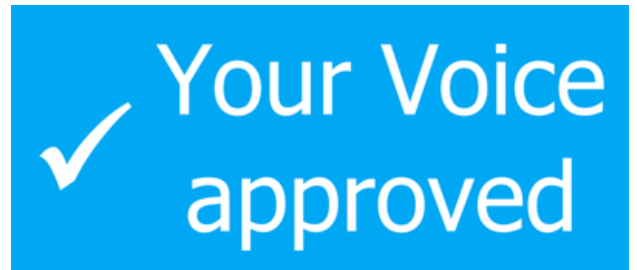
- All topics
- Customer Care
- Estate Management
- How we communicate with you
- My Home
- Policies
- Rent Setting
- Repairs

You choose what interests you and how you would like us to contact you.



How can I get involved?

We want you to be as involved as you are comfortable with. Having selected which topics and types of engagement interest you, you can also choose the level of involvement you would like with Your Voice.



We can contact you by letter, e-mail, telephone or home visit – you choose which method suits you best.

Your Housing Officer may have spoken to you about becoming a Your Voice member at your settling in visit or you can complete the simple **Your Voice Registration Form** found by visiting: <https://www.lochaberhousing.org.uk/your-voice/>

What happens next?

Once we have received your completed registration form, we will write to you to confirm that you are on the Your Voice register.

When we are looking at a particular issue, we will contact the people who have stated they are interested in that issue, via the method of consultation that they have said they prefer. Generally, we will only look at a few issues every year.

What if I change my mind about being involved?

You can ask to come off the Your Voice register at any time, or you can change the issues you've said you wish to be consulted about. Please contact your Housing Officer if you wish to make any changes to your membership.

Your voice. Your tenancy. Your house. Your home.

Useful Contacts

Lochaber Housing Association

101 High Street, Fort William, PH33 6DG

Telephone: 01397 702530

Email: housingmgt@lochaberhousing.org.uk

My LHA self-service account: <https://www.lochaberhousing.org.uk/my-lha>

Allpay rent payments:

Telephone: 0844 557 8321 Online: www.allpayments.net

Housing Benefit, Council Tax Benefit and

Council Tax enquiries: Freephone: 0800 393811

Lochaber Citizens Advice Bureau:

Dudley Road, Fort William, PH33 6JB

Telephone: 01397 705311

Freephone: 0808 800 4444

