

If you would like to have any part of this document explained or translated, or in a different format such as in larger print or on audio tape, please contact Westlea on 01249 465465 to discuss your needs.

1 إذا أردت شرحاً أو ترجمة لأي جزء من هذه الوثيقة، أو رغبت الحصول عليها بأشكال أخرى كالأحرف المطبعية الكبيرة أو على شريط سمعي، فالرجاء الاتصال بـ Westlea "ويستلا" على الهاتف رقم 01249 465465 لمناقشة احتياجاتك.

2 এই ডকুমেন্টের কোন অংশ যদি আপনি ব্যাখ্যা করা অবস্থায় বা অনুবাদিত আকারে, অথবা অন্য কোন ফরম্যাটে পেতে চান যেমন বড় আকারের প্রিন্ট বা অডিও টেপে, তাহলে দয়া করে 'ওয়েস্টলি' এর সাথে 01249 465 465 নম্বরে ফোন করে আপনার প্রয়োজনীয়তা নিয়ে আলোচনা করুন।

3 你若希望有人給你解釋此份文件的任何內容，或想要索取翻譯本、大字印刷本或錄音帶等其他形式的文件，敬請聯絡 Westlea 以告知你的需求，電話號碼是：01249 465465。

4 Falls Sie für Teile dieses Dokuments eine Erläuterung oder Übersetzung benötigen oder es in einem anderen Format, z. B. mit größerem Schriftsatz oder auf Audiokassette, wünschen, wenden Sie sich bitte unter 01249 465465 an Westlea.

5 જો તમને આ દસ્તાવેજના કોઈ પણ ભાગનો પુલાસો અથવા તરજૂમો અથવા કોઈ જુદા રચનામાં જેમકે મોટા છાપેલા અક્ષરોમાં અથવા ઓડિઓ ટેપ ઉપર જોઈતો હોય તો, કૃપા કરી 01249 465465 ઉપર તમારી જરૂરિયાતોની ચર્ચા કરવા Westlea નો સંપર્ક સાધો.

6 इस दस्तावेज़ का कोई सा भी अंश यदि आपको समझना हो या इसका अनुवाद अपनी भाषा में चाहिये, या किसी अन्य रूप में, जैसे बड़े अक्षरों की छपाई या सुनने वाली कसेट पर चाहिये तो अपनी आवश्यकताओं के बारे में बताने के लिये कृपया क्वैटली से फोन नंबर 01249 465465 पर संपर्क करें।

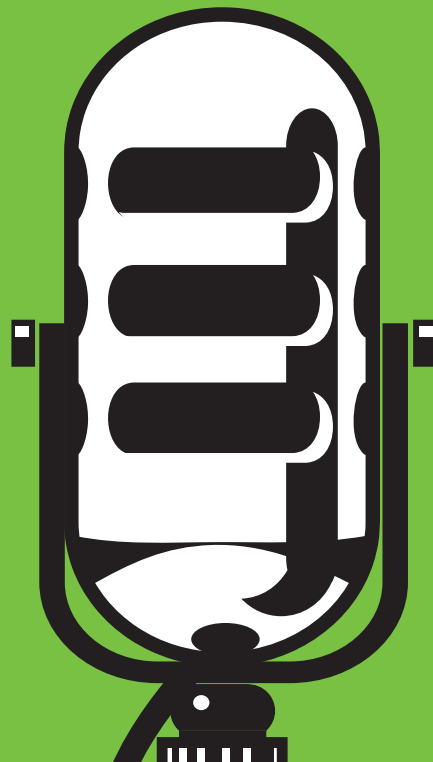
7 Jeśli potrzebuje Pan/Pani wyjaśnienia lub przetłumaczenia dowolnej części niniejszego dokumentu lub otrzymania go w innym formacie – np. w powiększonym druku albo w formie zapisu dźwiękowego, prosimy o skontaktowanie się z Westlea pod numerem: 01249 465465 w celu określenia Pana/Pani potrzeb.

8 ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਕਿਸੇ ਹਿੱਸੇ ਬਾਰੇ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਜਾਂ ਇਹਦਾ ਤਰਜਮਾ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਕਰਵਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਜਾਂ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਿਵੇਂ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਜਾਂ ਆਡੀਓ ਟੇਪ 'ਤੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਕਵੈਟਲੀਆ ਨੂੰ ਨੰਬਰ 01249 465465 'ਤੇ ਫ਼ੋਨ ਕਰਕੇ ਆਪਣੀਆਂ ਲੋੜਾਂ ਦੱਸੋ।

9 Haddii aad jeceshahay in qayb walba ee dokumentigaan lagu sharxo ama lagu turjimo, ama aad ku rabtid hab nooc kale ah sida qoraal far waawayn ama jacal la dhageysto, fadlan la xiriiir Westlea lambarka 01249 465465 sida aad uguna hadashid baahidaada.

10 اس دستاویز کا کوئی بھی حصہ اگر آپ کو اپنی زبان میں سمجھنا ہو یا تحریری ترجمہ درکار ہو، یا کسی دیگر شکل میں چاہئے جیسے بڑے حروف کی چھپائی یا سننے والی کاسٹ وغیرہ، تو اپنی ضرورتوں کے بارے میں بتانے کے لیے برائے مہربانی 'ویسٹ لی' سے فون نمبر پر رابطہ کیجئے۔ 01249 465465

We use the word involvement to talk about how you, as one of our residents, can have your say on what we are doing and play a part in helping us make decisions. Your feedback on how we can improve our services and your homes and neighbourhoods is very important.



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Methuen Park
Chippenham SN14 0GU
tel 01249 465465
fax 01249 461136
enquiries@westlea.co.uk
www.westlea.co.uk

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Make your voice heard

The Westlea Involvement Guidelines



We have already used lots of things you have told us to improve how we work. But we want to hear from more of you. There are many ways you can make your voice heard and get involved in how we run Westlea.



LONG-TERM COMMITMENT

You can become a member of our **Board of Management** (there are four tenant board members at the moment). The Board works together to make major decisions on how to run Westlea. You can also become a **shareholder**, which means you can vote on major issues affecting Westlea.

Alternatively, you can join the **District Forum**. This is a group of 18 residents from across the area. They look at the decisions the Board of Management make and check that we have taken residents' views into account.

Your local Neighbourhood Housing Officer can help you to set up and run **local resident groups** and **estate agreements**. We will give you a start up pack and you might be able to get grant funding.



MEDIUM-TERM COMMITMENT

If you are interested in checking the quality of our services, you can join one of our **service user groups** (partnerships of residents, staff and contractors) or become a **mystery shopper**. We also run **working groups** and **information groups** to look at particular subjects in more detail.

You can also join the **editorial group** of HOME, our residents' magazine, or help organise events for residents as part of the **social committee**.

There is an **Older Persons' Forum** and a **Disability Forum**. These groups are both popular and give older and disabled residents the chance to tell us what they need and how we can improve the

services that we offer them. Other agencies, such as Age Concern and the local councils, also come to these meetings.



SHORT-TERM COMMITMENT

We often send out **surveys** or **suggestion cards** in the post, or ask you questions over the phone, to see what you think about particular services, so we know where we need to do better.

If your neighbourhood matters to you, you can join your Neighbourhood Housing Officer on one of our regular **estate walkabouts**, or become a **Village Voice** or **Street Rep** if there is no formal resident group in your area.

You can come to **focus group** discussions on particular subjects to help us put good policies and procedures in place. For example, we have

run focus groups in the past to help us review our rent and local lettings policies.

We hold **residents' conferences** twice a year. These give you the opportunity to meet other residents and staff.

We do a lot of **community development work**, helping local people to get funding and improve the neighbourhoods they live in. In the past, we have developed childrens' activities and play areas, youth and healthy living projects and helped local people get on the Internet.

We will pay for any travel, child-minding or other care costs for you; and we will give you a support pack and all the help you need. You can have **free training** to help you gain skills and experience, in many things from giving presentations to charring meetings and using the Internet.

To get involved, find out more or for a full copy of the Westlea Involvement Guidelines, please see our website at www.westlea.co.uk or contact us on 01249 466163 or by email: neighbourhooddevelopment@westlea.co.uk

