

How to contact us

Set up your **MY HOME Account** - you just need an email address it is the quickest way to contact us at a time that suits you!

Phone us free on

0300323 1170



Arrange a visit to your home our staff are happy to come and talk to you at a time that suits

Message our facebook page

Email mail@westhighlandha.co.uk

Tenant Engagement

Get involved with



Talk to us

We want to Listen

Discuss & improve our services

Your voice matters

We want to hear what you say about our services that affect your home



Why do we want to talk to you?

- ✚ You are at the heart of our organisation.
- ✚ Your opinions matter to us.
- ✚ We value our people; staff and tenants and want to provide excellent homes and services.
- ✚ You have a legal right to get the information you need to make informed decisions.

What will we talk about?

- ✚ How you would like to be involved.
- ✚ Changes to rents and service charges.
- ✚ Changes to policies that affect you.
- ✚ Standards of service that you expect.
- ✚ And, anything you want to talk to us about.

WE NEED YOUR HELP – It's easy to join in!

How can you get involved?

There are lots of different ways to make your voice heard. It can take 5 mins of your time, or a bit longer, its up to you

- ✚ **ARMCHAIR CRITIC!** Take part in around 4 surveys a year, online or by post.
- ✚ **BREW, BLETHER AND BURGER** – an informal chance to have a chat to staff and have a bite to eat.
- ✚ **ESTATE WALK AND TALK** - you can join staff walking about your area to raise any local concerns.
- ✚ **GOING LOCAL** – we will have a stand at local shows and events where you can pop along and say hello.
- ✚ **TENANT TICK** – if you are interested in and other information we produce - this is for you.
- ✚ **VIRTUAL MEETINGS**- Join us for to discuss your services, via virtual meetings.

