

Vico Homes

Help shape our services



We want to make sure our services meet the needs of the people who use them every day. That's why we're inviting customers like you to share your ideas and experiences and help us be the best we can be.

Your voice matters. By getting involved, you can help us make better decisions, improve what we do, and create services that work for everyone.

Whether you have a lot of time or just a little, there are flexible ways to take part and make a difference, and lots can be done without even leaving your home! Every contribution makes a difference.

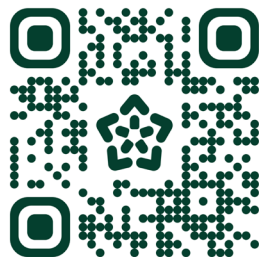
How to share your views

You can:

- Join local meetings or consultations.
- Take surveys about our services, online or on the phone.
- Help us check how well grounds maintenance is done.
- Join one of our online events.
- Join your area's Vico Homes Facebook page.
- Email us at tenants@vicohomes.co.uk with your feedback

Stay informed with The Bloom Online newsletter

Sign up for our monthly email newsletter for the latest news and updates about Vico Homes and what's going on in your area.



Awards

Our annual Love Where You Live Awards celebrate the people who make a real difference in our communities.

To nominate or vote, keep an eye on our social media channels to make sure you're up to date with the latest announcements.



Join our Customer Panel

Help review and improve our services by sharing your views in our Customer Panel. You can take part as much or as little as you want.

The panel looks at how we perform and makes sure our services are focused on customers. This includes:

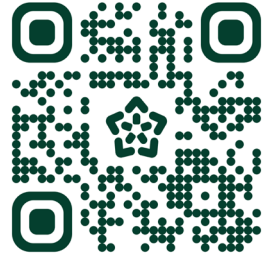
- Having a say on our policies.
- Taking surveys.
- Joining focus groups.
- Testing new services.
- Giving feedback on how we communicate.

Join or start a Tenants' and Residents' Group

These groups help improve our neighbourhoods, whether it's one street or a whole community. People come together to form these groups for a variety of different reasons.

Whether you have a specific issue, you'd like to work with us to improve or even if you're just looking to boost community spirit, we can help.

If you have more time



If you can spare time in a more formal way, there are lots of groups you could get involved in. The groups below meet more regularly, and we offer a range of support to help everyone who takes part.

We've got lots of resources to help you build up knowledge, help to get you to meetings, and in some cases, we've got a suite of online options to make sure you can take part.

Communities Together Forum

Members of our Tenants' and Residents' Groups, and other community groups meet every two months to share ideas and hear from guest speakers.

Scrutiny Team

Customers in our Scrutiny Team help us review our services in greater detail.

Neighbourhood Panels

There are seven panels covering the Wakefield area that meet every three months. They set local priorities and review how well we're doing.

Resident Involvement Monitoring Group

This group reviews our resident involvement work to make sure your views are heard and services are good value. The group meets every three months.



We can help you get involved

Would you like to get involved but worry that things might get in your way?

Our Resident Involvement Team is here to listen and support you to take part in a way that works for you.



Ready to take the next step?

Email tenants@vicohomes.co.uk or call **0345 8 507 507** and ask for the Resident Involvement Team.