


**We really want to know what you think about housing services, so we have a choice of ways for you to tell us.**

Whether you prefer doing things at home or getting out and meeting people, whether you have a few minutes or plenty of time, there's always time to have your say!

If there's anything we can do to help you get involved just tell us. It's not a forever commitment, so feel free to try things and see what suits you.


## Choose how you want to be involved today!

- **Read the Tenant and Leaseholder Annual Report.** Delivered to your door every year, this tells you how housing services has performed against the targets set.


 About an hour.

- **Read Streets Ahead magazine.** Delivered to your door three times a year, this has updates on housing issues, interesting articles about what's been happening within


communities in York as well as contact details for staff.

 About half an hour.


- **Visit our website – [www.york.gov.uk](http://www.york.gov.uk).** You'll find a lot of useful information including dates, times and where residents' meetings are held, and when other activities and events in your community take place.

 Take as much time as you can spare.

- **Come along to a focus group.** These small, informal groups look at a particular topic in detail.

 A few hours once or twice a year.

- **Respond to a *Your Service, Your Say* survey.** Tell us what you are interested in and when we run a survey on that service or topic we'll include you.

 Half an hour a couple of times a year.

### City of York Council Housing Services

Call us on **01904 551550**

Visit our website – [www.york.gov.uk](http://www.york.gov.uk)

Write to us:

**Housing Services, West Offices, Station Rise, York, YO1 6GA**

**Large print, CD**

and other formats  
available on request

- **Join the Equality Panel**

Work with other tenants to improve and promote equality and diversity within housing services



Two hours each month.

- **Join the Tenant Scrutiny Panel.**

Scrutinise housing's policies and procedures, see what's working well and what isn't and share your ideas and suggestions on how we can do things better in the future.



Two hours each month.

- **Become a Service Inspector.** With other tenants, look in detail at a housing service to check it reaches the agreed standard and make recommendations to improve the service.



Two hours every two weeks.

- **Find out about your residents' association.** Make a difference in your local community.



One hour every month.

## Want more information?

For more information on any of these options, contact Julie:

- By phone, on 01904 552097
- By email on [yourservice.yoursay@york.gov.uk](mailto:yourservice.yoursay@york.gov.uk)

**Polish:** Ta informacja może być dostarczona w twoim własnym języku.

Zapewniamy niniejsze informacje w Państwa języku ojczystym.

**Turkish:** Bu konuda kira ödüyör . Bu bilgileri kendi dilinizde alabilirsiniz.

**Cantonese:** 这些消息是关于支付租金。我們可以您所需的語言提供該資訊。