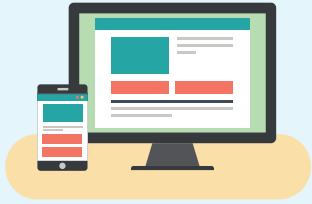


# How to get involved and help shape our services.



## Sign up for My Loretto



The easiest way to get in touch is online, you can pay your rent and view all your account information at **My Loretto**. To register visit [www.lorettoha.co.uk](http://www.lorettoha.co.uk)

## Get involved

Have your say – in whatever way suits you. Here’s all the ways you can get involved and help shape our services.



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We can produce information on request in large print, Braille and audio formats. Visit [www.lorettoha.co.uk](http://www.lorettoha.co.uk) or contact your local housing officer.

## Get involved

We want tenants to get involved and help shape our services. There are lots of different ways for you to have your say about your community, Loretto and the way we work.

You can join in a conversation with us on Facebook and Twitter – or you can become part of our panels, forums or committees. Or you could apply to become a tenant Board Member.



We hold community events – including litter picks and pop-up roadshows – throughout the year where you can come along and talk to us.

We also carry out consultations and tenant conferences in our head office which let you have a say in some of the big issues for tenants.

Our Tenants' Satisfaction Survey, which is carried out each year, asks tenants their views on what we are doing right – and how we can get better.

### Scrutiny Panel

The panel looks closely at how Loretto and other parts of Wheatley Group performs.

It's made up of customers from across the Group. The panel produces a statement each year, making recommendations which are considered by the Loretto Board. This informs Loretto's Annual Report to Tenants.

### Customer Inspectors

Customer Inspectors work across Loretto's parent company, Wheatley Group. They review services from the point of view of a customer. This includes visiting sites and interviewing customers.

They focus on key areas which are important to tenants, including repairs, customer service and complaints. The Inspectors make recommendations which we use to help improve services.



Find us on Facebook  
[www.facebook.com  
/LorettoHA](https://www.facebook.com/LorettoHA)

## Ways you can get involved

### Registered Tenant Organisations

Tenant groups who meet our conditions can become a Registered Tenant Organisation (RTO). RTOs can get direct grant funding and apply for 'top-up grants' to help them with one-off costs. They represent the interests of customers in local areas.

They also carry out a range of activities including organising events to improve their neighbourhoods. Find more information at [www.lorettoha.co.uk](http://www.lorettoha.co.uk)

### Local Housing Committees

We have 14 Local Housing Committees across the city. Committees work closely with our Locality Housing Directors to identify local priorities for tenants, look at our performance at a local level and help inform our local plans.

Chairs and Vice-Chairs get together regularly to discuss shared interests and city-wide priorities.

### Polish Forum and African Housing Forums

Forums give customers from minority communities a voice to shape our services. Their views help us create future plans for our services.

### Welfare Reforms Tenant Advisory Group

The Group plays an important role to help us lessen the impact of welfare benefit changes on our customers.

### High Rise Living Forum

The Forum brings together people living in our multi-storeys to help shape our services.



Find out more about getting involved with Loretto and join our panels or forums, email **Community Governance Team** at [consultation@wheatley-group.com](mailto:consultation@wheatley-group.com)

## Need to get in touch?

We're always here to help.



Speak to your **housing officer**



Visit us at [www.lorettoha.co.uk](http://www.lorettoha.co.uk)



Call us free on **0800 952 9292**



Email us on [talk@lorettoha.co.uk](mailto:talk@lorettoha.co.uk)



Find us on Facebook [www.facebook.com/LorettoHA](https://www.facebook.com/LorettoHA)



Write to us **Loretto Customer Service Centre, Lipton House, 170 Crown Street, Glasgow G5 9XD**

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# Sign up for My Loretto

Creating an account only takes a few minutes, you can pay your rent, report a repair and much more, at a time that suits you.

Register at [www.lorettoha.co.uk](http://www.lorettoha.co.uk)