



WIRRAL
Methodist
HOUSING
ASSOCIATION



Our Tenant Promises

Dedicated to working in the community to provide homes and services that improve quality of life

In our plan for the year ahead our tenant promises set our commitments to you to:

- **Provide you with excellent services**
- **Ensure we are financially strong and well governed so that you can be confident we are achieving the best possible value for money**
- **Be an excellent landlord**
- **Build thriving communities**
- **Ensure we are environmentally sustainable**



Our Tenant Promises



‘Excellence begins at home’

We promise to:

- **Improve the way we communicate with you, offering you more choice and providing ways for you to have a voice**
- **Complete the My Homes project to make it easier for you to check your account and pay your rent**
- **Get you efficient and effective repairs when you need them**

Our Tenant Promises



‘Communities that thrive’

We promise to:

- **Develop and build new homes for a changing society**
- **Update and improve the homes and communities you live in**
- **Work with partners to provide help and assistance to those in need**

Our Tenant Promises



'A sustainable future'

We promise to:

- **Improve our environmental impact, both through our business, and through giving you the support and advice you need to reduce how much energy you use in your homes and save money**
- **Reduce our carbon footprint to do our bit to tackle climate change**
- **Cut waste produced by repairs and construction to a minimum, to continue to give you the best possible value for how we invest money**

Our Tenant Promises



'Safe and sound'

We promise to:

- **Continue to adhere to the highest health and safety standards to keep you safe in your homes**
- **Ensure we spend money wisely so that you can be confident we will do the right thing with the money that comes into our organisation**
- **Operate to the highest regulatory standards providing good governance to ensure openness and transparency within WMHA**

Our Tenant Promises



Holding us to account

Your views matter to us. We want you to have a strong voice within our organisation and to be confident that we are open, honest and transparent in everything that we do.

Most importantly, we want to hear your views on our services and support so that we can understand how we can continually improve to meet your aspirations.

Find out how to give us your feedback and share your views through our website www.wmhaltd.org.uk or by calling us on 0151 647 5471. You can also tell us what you think by using My Home.