

Together we can and do make a difference

WRA Questions and Answers

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Who are Waterloo Residents Association

Waterloo Residents Association (WRA) was formed in the year 2000 to represent all residents of Waterloo Housing (Renters & Owners) in any matters arising between them and WHA and any other body



How are they funded

WRA are funded by WHA on an agreed budget which is audited by WHA quarterly

WRA also is constantly searching and applying for grants from outside sources

Are all residents members of WRA

Yes if you live in a Waterloo property you are an automatic member of the Residents Association

What is the Security budget

The Security budget is a sum of money allocated by WHA (which is administered by WRA Committee) for security and environmental projects for the benefit of the community

Who are the officers of the residents association

The Chairman is Tom Hughes of Sutton Coldfield and the Secretary is Mavis Williams of Birmingham with eight other committee members (Renters & Leaseholders)



How do I contact Waterloo Residents Association

We have a FREEPHONE no. 0800 073 0381 and also a FREEPOST address Freepost MID25672 Birmingham B33 0BR or by email info@wra.org.uk

Do WRA provide any training for residents?

Yes. We are keen for residents to get involved and provide any training that may be necessary. Contact the WHA Resident Involvement Officer at the Kidderminster Office or contact Sec, Mavis Williams



How do I become a "Mystery Shopper"?

It is easy to become a Mystery Shopper. WRA provides a special training day to help residents obtain the information to monitor WHA services Please contact WRA secretary for further information.

Are there any cost to be incurred in becomeing involved with the Residents Association

No absolutely none all genuine expenses are instantly reimbursed You may also be eligible for help with child minding etc.

Do WRA have a written constitution

Yes a copy can be seen on this website www.wra.org.uk or obtained on application to WRA Secretary

Is there a Resident Involvement Officer

Yes the Resident Involvement Officer is **Gemma Bayliss** who can be contacted at the Kidderminster office during normal office hours



How does one become a Committee Member

Committee members are elected at the AGM to serve for 2 years
You need to let the Secretary know that you would like your name to be put forward for election at the relevant AGM as soon as notification of the date of the AGM is published.
