

## 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



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#### 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

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#### Are all residents members of WRA

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

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#### 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

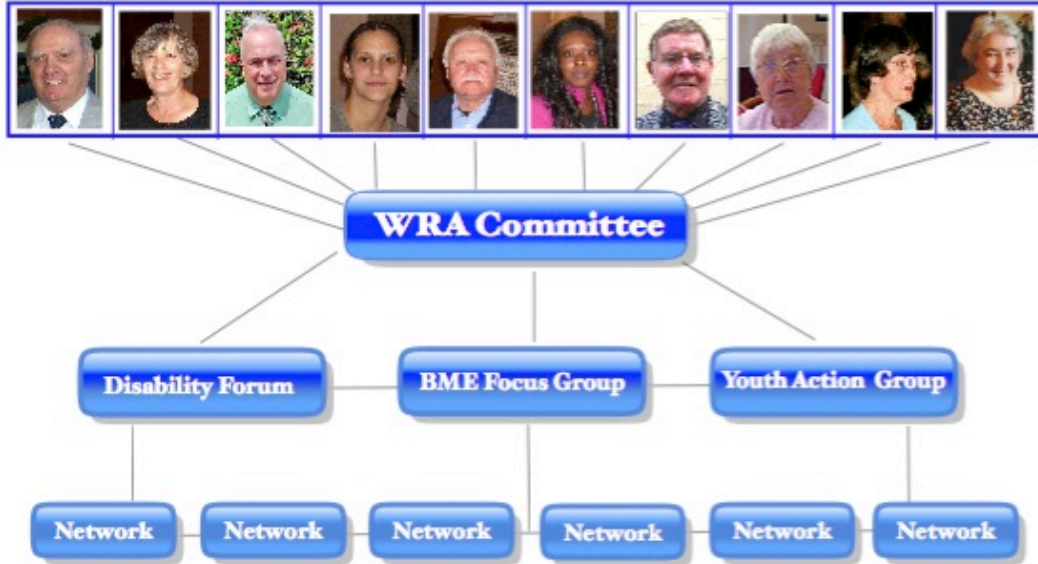
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#### Who are the officers of the residents association

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



# WRA ORGANISATION



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**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](mailto:info@wra.org.uk)

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**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 WRA Resident Involvement Officer at the Kidderminster Office or contact Sec, Mavis Williams



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**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.

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**Are there any cost to be incurred in becoming 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.

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**Do WRA have a written constitution**

Yes a copy can be seen on this website [www.wra.org.uk](http://www.wra.org.uk) or obtained on application to WRA Secretary

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**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



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**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.

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