



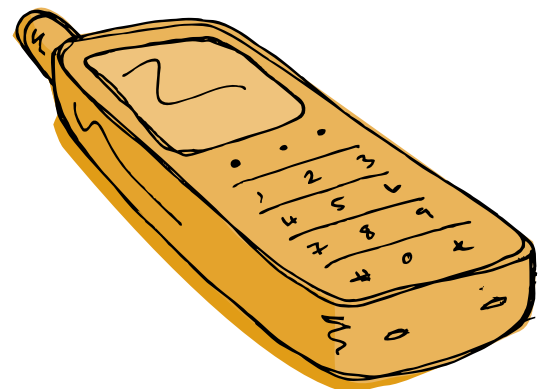
Section 8

Have your say



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Different ways to have your say

Customers are at the heart of all we do, working with us to shape our services and monitor our work. It is our promise to act on your feedback

To give you choices about how you can get involved we will:

- Provide a range of ways to get involved that suit you
- Provide high quality training and support to help you develop skills to become involved in decision making
- Meet reasonable costs of being involved e.g travel, and recognise diverse needs by making adjustments as you need.

To let you know what's going on we will:

- Provide information in different formats (e.g. newsletter, website, annual report) that make you aware of key decisions and news.
- Let you know how your feedback or involvement has influenced or changed the services we provide

To put customers at the heart of our services we will:

- Involve customers when we review service areas or develop key strategies and housing related activities
- Ask customers to help scrutinise our performance and recommend how it can be improved
- Work with our Customer Committee to give customers a voice - including asking them to endorse new or updated policies
- Provide opportunities for tenants to join us on our housing estate inspections and to provide online feedback on estate services

- Work with customers to use the Neighbourhood Grant to benefit their area
- Support customers to set up Residents Associations to work with us on local issues
- Ask every resident to give their feedback every two years using the Survey of Tenants and Residents (STAR) so that your priorities inform our improvement plans
- Allocate 3 places on the CHS Board for tenants
- Give opportunities for customers to earn Time Credits through customer involvement activities
- Provide opportunities for digital engagement through the website, customer portal, social media and email.

The Customer Committee

The Customer Committee is a group of customers who meet with us 4 times a year, to give feedback about the services we provide and tell us how they would like to see our services develop. If you join the Customer Committee you will have access to free training opportunities, learn new skills, meet new people and find out about our plans for the future.

The Management Board

The Board of Management is the governing body of CHS, and it oversees all of the work we do. The Board is made up of local people and customers who are interested in the work of CHS, and have skills and experience to offer. Once a tenant has been on the Customer Committee for at least 6 months, they can apply to join the Board.

Scrutiny Panel

The Scrutiny Panel is made up of tenants who wish to help CHS to improve its performance and the standard of housing services we deliver. The Panel acts as a 'critical friend' to CHS, taking an independent and objective view of services by choosing specific areas to review. The Panel reports its findings to our Scrutiny Feedback Committee which includes CHS's Operations Director and Chair of Operations Committee.

The Customer Complaints Panel

The Customer Complaints Panel helps to make sure that customers' complaints, problems and issues are resolved quickly, and effectively. The Panel reviews formal complaints that have not been resolved, and can act as an advocate for customers making a complaint. It is also empowered to 'fast track' unresolved complaints to the Housing Ombudsman.

Core Groups

Core Groups involve both customers and staff in meeting our main contractors regularly to review their performance and also help us to select contractors when contracts need to be renewed.

Estate Inspectors

Estate Inspectors give us their views on the work our Estate Services contractors have done. Estate Inspectors give us useful feedback on the condition of their estate and the quality of the work our contractors do for us.

Neighbourhood Grants

If you have ideas for improving your estate, we may be able to provide money and support to make it happen. We can also put you in touch with successful Residents' Groups so you can learn from them.

If you are interested in setting up a Residents' Group, or are interested in becoming involved in any other way, please contact our Customer Involvement Officer. **Please phone us on 0300 111 3555** (ask for the Customer Involvement Officer), **email us at help@chsgroup.org.uk** or call in to our Histon office for further details.

To help with the running of your Group we can provide:

- The services of the Customer Involvement Officer, who can help with writing emails, making phone calls, taking minutes, photocopying and can give advice on where you can get money from etc.
- Training courses to help the Group

The annual gardening competition

Every August, we hold a gardening competition for all our residents.

You can enter by sending in photos of your garden, which can include shared gardens, allotments and balconies - any where you can grow plants and flowers.