



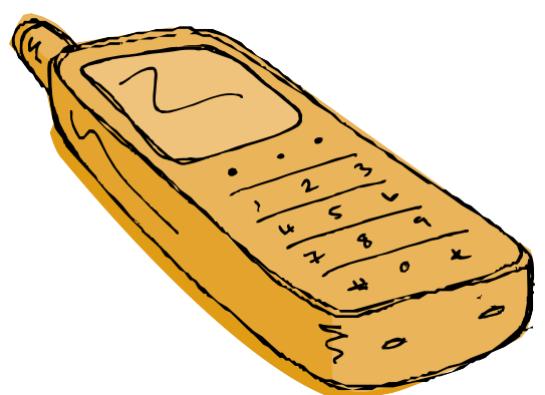
## Section 8

# Have your say



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## Different ways to have your say

Tenants and shared owners 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 any 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 tenants and shared owners at the heart of our services we will:

- Involve them when we review service areas or develop key strategies and housing related activities
- Ask tenants to help scrutinise our performance and recommend how it can be improved
- Work with our Tenant Committee to give tenants a voice - including asking their opinions on 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 tenants and shared owners to use the Neighbourhood Grant to benefit their area
- Support tenants and shared owners to set up Residents Associations to work with us on local issues
- Ask every tenant and shared owner to give their feedback every year using the Tenant Satisfaction Measures survey so that your priorities inform our improvement plans
- Include places on the CHS Board for tenants
- Provide opportunities for digital engagement through the website, myCHS portal, email and zoom meetings.

## The Tenant Committee

The Tenant Committee is a group of tenants who meet 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 Tenant 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 CHS Board

The CHS Board is the governing body of CHS, and it oversees all of the work we do. The Board is made up of local people and usually at least one tenant, who are interested in the work of CHS and have skills and experience to offer. Each time we have a vacancy for a Board member we advertise it to tenants so anyone can apply to become a Board member.

## Scrutiny Team

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

## The Customer Complaints Panel

The Customer Complaints Panel helps to make sure that complaints, problems and issues are resolved quickly and effectively. The Panel reviews completed formal complaints and helps CHS to learn from the outcomes. It also reviews our self-assessment against the Housing Ombudsman's Complaint Handling Code each year.

## Contractor Forum

We hold regular online forum meetings with each of our main contractors which are open for all tenants to attend. The forum considers how the contractor has been performing, what they may need to improve and what plans they have to develop their service.

## 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, or running a community event for your neighbours, we may be able to provide money and support to make it happen. For example, grants have been given for party food and gardening equipment.

If you are interested in setting up a residents' group or are interested in getting involved in any other way, please contact our Customer Engagement Officer. Please phone us on **0300 111 3555** (ask for the Customer Engagement Officer), or email us at [info@chsgroup.org.uk](mailto:info@chsgroup.org.uk)

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

- The services of the Customer Engagement Officer, who can help with getting the group started, resources to help the group to meet regularly, giving advice on fundraising etc.
- Training courses to help the group
- We can also put you in touch with successful residents' groups so you can learn from them.

## The annual gardening competition

Every summer, we hold a gardening competition for all our tenants. You can enter by sending in photos of your garden, which can include shared gardens, allotments and balconies - anywhere you can grow plants and flowers.

