

MAKE A

DIFFERENCE



**and earn Time Credits  
at the same time!**



## Contents

---

- 5** Improve the way we communicate with customers
- 6** Mystery shopping
- 7** Make a difference in your neighbourhood
- 8** Help solve neighbour disputes
- 9** Make a difference to how we are run as an organisation
- 10** Help decide who works for us
- 11** Listen to and learn about other people's lives
- 12** Help us get the best from our contractors
- 13** Help us become a greener organisation
- 14** Check our services
- 15** Time Credits

Have you got time to make a difference?

**Would you like to help improve our services?**

**Would you like to know more about what we do and how we do it?**

**Would you like to give something back and contribute to improving peoples lives?**

**Would you like to learn new skills and meet new people?**

**Would you like to earn time credits while volunteering for CHS?**

You can use them to go to the cinema, the gym and a whole range of other places across the UK!

This leaflet tells you about a variety of ways to do all these things.

We will pay reasonable travel and childcare expenses.

**If you take part you will be entered into our quarterly prize draw for £250**



## Newsletter panel to Communications Group

### **What is expected of me**

To answer 4 surveys a year by phone, email or post - you choose how you want us to contact you. The time needed for this is about an hour over the year or you might want to join the Communications Group which meets 4 times a year for 2 hours.

### **Where?**

In your own home. If you join the Communications Group we meet in Histon.

### **What's involved?**

Answering questionnaires about our services and possible changes to them. The Communications Group helps us with ideas for our Newsletter.

### **What do I get out of it?**

Free training oppurtunities and your views will help shape our services. You can also earn Time Credits.

***“It is really interesting to be a part of what CHS does”***

### **Fatima**

Communications Group member





## Mystery Shopping

### What is expected of me?

To make 5 phone calls to a local housing association, and visit them once. The time needed for this is about one day a year.

### Where?

The calls are made from your own home.

### What's involved?

Asking housing related questions and scoring the answers given by the housing association.

### What do I get out of it?

£25 in shopping vouchers, access to free training and the chance to find out how another housing association works.



***"It's interesting to see how other housing associations work."***

**A Mystery Shopper**



## Become an Estate Inspector

### What is expected of me?

To give us your views on the work our contractors have done. The time needed for this is about two days over the year.

### Where?

On your estate and the occasional meeting at our offices in Histon.

### What's involved?

Estate Inspectors give us crucial feedback on the condition of their estate and the quality of the work our contractors do for us.

### What do I get out of it?

Free training opportunities and improved services for your estate. You can also earn Time Credits.



***"It's been a joy helping to make our site a really good place to live".***

**Holly**

Estate Inspector





## Help solve disputes

### What is expected of me?

You will be part of a team that helps resolve disputes between CHS and its customers. If a customer isn't happy with CHS's response to a complaint they have the option of referring it to the Complaints Panel to get their view on the complaint. You could be required to help mediate in disputes between CHS and its customers. You will also be involved with the team in reviewing CHS' complaints procedure.

### Where?

Largely at CHS offices in Histon but some other travel may be required.

### What's involved?

Making decisions on complaints referred by customers to the Panel. Acting as a mediator between CHS and complaining customers.

### What do I get out of it?

Helping resolve disputes and a comprehensive training package.



***"Its great to be able to make a difference"***

**Graham**  
Interim Chair  
of the Complaints Panel



## Customer Committee

### What is expected of me?

To attend 4 meetings a year. Each meeting lasts about 2 hours.

### Where?

At our office in Histon.

### What's involved?

We will get your views on how you want your services run.

### What do I get out of it?

Free training opportunities, learn new skills. Get to meet new people and find out about and contribute to our plans. You can also earn Time Credits.



***"The Customer Committee enables us to have a voice in how CHS is run."***

**David**  
Chair of the Customer Committee





## Help choose who works for us

### What is expected of me?

To attend a 1 day training course and sit on at least 2 interview panels each year, each lasting a day.

### Where?

CHS Offices, Endurance House, Histon.

### What's involved?

Helping us employ the right people.

### What do I get out of it?

Meeting new people, free training, experience of interviewing people. You can also earn Time Credits.

*"I can't wait to get interviewing people"*

**Kayleigh**

Panel member



## Listen to and learn about other people's lives

In our sheltered schemes we are looking for befrienders who would be happy to sit with and listen to some of the older people we house. Or you might have an interesting story to tell that you wouldn't mind telling to a group of people.

We are also looking for people who would enjoy helping out on some of the social activities we provide – we go to all sorts of places including the beach, Christmas shopping trips and lots of other places.

### Where?

We have a range of sheltered, extra care and residential homes across Cambridgeshire. Please contact Andrea Sullivan on **01223 578601** for more details.

### What do I get out of it?

Satisfaction knowing you're doing something really worthwhile.

*"I learn a lot from listening to older people"*

One of our volunteers





## Getting the best from our contractors

### What is expected of me?

To join in our meetings with our Contractors. We meet them four times a year to discuss their performance and our plans for the future. We usually spend a day with them each time we meet.

### Where?

CHS Offices, Endurance House, Histon or at our Contractors offices. Transport will be provided.

### What's involved?

Helping to ensure our working relationship with our contractors is going to plan.

### What do I get out of it?

A thorough knowledge of how we work as an organisation and how our relationship with our contractors works.

***“It’s great being involved with a key part of what CHS does”***

**Jane Bird**  
Member of the Core Group



## Help us become Greener

### What is expected of me?

To help us make CHS as environmentally friendly as it can be. To attend four meetings a year to review how we are doing against “green” targets and help us plan for the future.

### Where?

CHS Offices, Endurance House, Histon

### What's involved?

Helping us decide our plans for being environmentally friendly in the future and being a greener organisation.

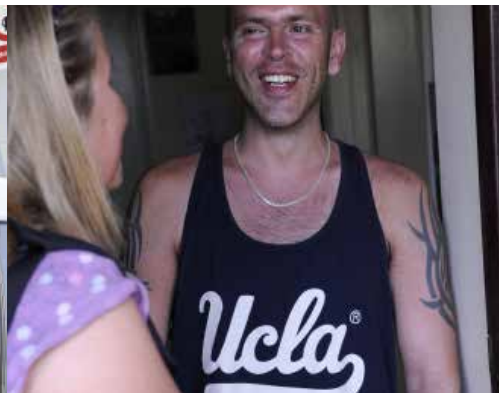
### What do I get out of it?

A say in how environmentally friendly CHS is.

***“It’s really good to be part of something that saves people money”***

**Robert**  
Green Team member





## Scrutiny Panel

### What is expected of me?

To take a real interest in how we work as a housing association and to help ensure our customers get value for money from the services we provide. The group meets once a month for 2 hours; there may be extra meetings depending on what the Panel is working on.

### Where?

At our office in Histon.

### What's involved

Interviewing members of staff and customers; finding out how we compare with other housing associations, contributing to reports on how we perform as a housing association.

### What do I get out of it?

A chance to help ensure customers are getting value for money; training; meet new people and learn new skills. You can also earn Time Credits.

***“Scrutiny is a challenging and rewarding experience”***

### Graham

Chair of Scrutiny Panel



## Earn Time Credits

For every hour you volunteer for CHS you can now earn a Time Credit to spend in range of places right across Cambridgeshire.

### What is expected of me?

Simply sign up for any of the opportunities in this booklet and for every hour you spend volunteering for CHS you will receive a Time Credit.

### Where?

You can spend Time Credits at a huge range of arts, leisure and craft locations across Cambridgeshire and the UK, including arts, leisure and outdoor spend opportunities for all the family. To learn more please contact our Customer Involvement Officer at CHS on **01223 713 769**.

***“We thoroughly enjoyed spending our time credits at the cinema yesterday seeing Inside Out, which we thought was brilliant!”***

### Louise

Timebank Ambassador





# Freepost RTLZ-GGEK-HXCX

CHS, Endurance House

Chivers Way, Histon

Cambridge CB24 9ZR

I would like to make a difference.  
Please contact me with more  
information about:

- Customer Committee
- Estate Inspectors
- Mystery Shopping
- Complaints Panel
- Customer Panels
- Interview Panel
- Newsletter Panel
- Older People's Services
- Contractors Group
- Green Team
- Scrutiny Panel

Name

---

Address

---

---

---

---

Telephone

---

Email

---