

Have Your Say

At Greatwell Homes, we work with our customers to provide great communities where people live well. We want to know about your experiences and opinions.

By completing a survey, attending a meeting or doing some research, you can affect how services are delivered to customer. Below, is an overview of involvement opportunities, to find out more, head to our involvement page at <https://www.greatwellhomes.org.uk/involvement/customer-panels/>

Customer Assembly - the Customer Assembly is a group of formally involved customers who meet twice month (on-line) and work with us to discuss what matters most to customers. There is usually around ten customers on this group, and we are always looking for new voices to join. Take a look at what we do, and contact us if you are interested:

- Look at performance information around repairs, customer satisfaction, complaints and more
- Make sure we're listening to customers, by checking we do something with what customers tell us
- Make sure we feedback what we're doing to customers
- Look at existing services and create new services and policies with us
- Give out money to our communities through our community grants programme

Scrutiny - What is Customer Scrutiny?

Customer scrutiny reviews are an in-depth look into a service, such as repairs or customer services. Customers carry out these reviews to find out what is good about the service and what could be improved. Customers then make recommendations of what can be changed to make the service better. These recommendations are discussed between staff and customers and actions are agreed together. These actions are then tracked by the Board and customers. To find out more contact gemma.ager@greatwellhomes.org.uk

Together Greatwell - Helping us being more inclusive

Together Greatwell is a group of customers who help us to be more inclusive. We know that a diverse mix of voices lead to better discussions, decisions, and outcomes for everyone, especially our customers. To find out more contact lorraine.gibson@greatwellhomes.org.uk

Green Ambassadors – we have lots of customers who help us, to help the environment. To find out more contact gemma.ager@greatwellhomes.org.uk

Young Customers – it is really important that we hear from our younger customers, so we are working with customers under 30 years of age to better understand how they access our services. To find out more, and have your say contact lorraine.gibson@greatwellhomes.org.uk

Customer Research Group – we regularly send out surveys to customers to gain valuable insight into our services – if you are interested in being part of our Customer Research Group please contact community.involvement@greatwellhomes.org.uk