

# Customer Involvement Newsletter May 2023

Welcome to our first Customer Involvement newsletter. Here you can find ways to have your say on our services and see how you've made a difference. We will also be sharing training opportunities so please take a look and enjoy!

## Meet the Team



**Lizzie Brown**

Community Involvement Manager



**Nikki Glazebrook**

Senior Community Involvement Officer



**Lorraine Gibson**

Community Involvement Officer



**Gemma Ager**

Community Involvement Officer



Hello, and a very warm welcome to the brand new very first edition of the customer involvement newsletter.

My name is Pete Allington, and I am the current chair of the Customer Assembly. Firstly, "What is customer involvement" I hear a man at the back ask, the short answer to this question is, customer involvement is a means for the customers of Greatwell Homes to have their say, and help to shape the future of the organisation for the betterment of the customers and their local communities.

I am sure that a lot of you are already involved to various degrees, otherwise you wouldn't be receiving this newsletter, maybe you have responded to one of the many surveys that the customer involvement team have sent out, which is great, but why stop there? There are many panels to get involved with; these can be face to face or online, the time commitments are flexible, so you could devote as much or as little time as suits your lifestyle, customers and staff working together really do make a difference!

Anyway, enough of my ramblings, please carry on and enjoy reading this first edition of the newsletter, I'm sure you will find it most informative and hopefully, entertaining, you may be very surprised to see what is going on and how involved Greatwell Homes is in trying to better the community in which we as customers all live. **Pete Allington, Customer Assembly Chair.**

# Our Survey Said!

Here are some of our recent online survey results

**46 customers helped us get your rent adjustment letters just right before we sent them to you:**

We added more information about why your rent went up and why by 7%. We also added more details on the support we can give to customers and how to contact us.

**41 customers helped shape our Annual Report**

We will now include repairs performance, complaint handling and how we deal with anti-social behaviour.

**56 customers reviewed our Customer Newsletter**

Because of what they said, we will send the newsletter monthly and include the things customers want to see, like complaints, compliments, financial help, vacancies, customer stories, more promotion of involvement opportunities, community news and events, and updates on planned work on homes.

**23 customers helped us review how we handle complaints**

We will be holding new customer workshops this year to hear more about how easy customers find it to complain and how we can best handle their complaints. with anti-social behaviour.

**45 customers helped us update our Asset Investment Policy**

We will now give you more information on the condition of your homes and its energy rating and give you more information before any planned work to your home.

## The difference you've made

As well as the surveys above, here are some more ways customers have helped make changes since January 2023

### Repairs

Following a complaint, we will now provide written confirmation on outstanding repairs that are needed when a customer first moves in to their home

### Communication

Following 3 similar complaints around communication from us. We have introduced a new process to send a coloured overlay to customers with dyslexia so that they can read our letters. We are also running small workshops with customer service staff so they can identify and support customers with dyslexia.

### New Neighbourhood Management Policy

8 customers took part in a new project to co-create our new Neighbourhood Management Policy.

# We Need You! Here's what we're working on now.

## Customer Assembly

This group of 10 customers meet monthly and work with us to discuss what matters most to customers. Want to find out more? Email [Nikki.glazebrook@greatwellhomes.org.uk](mailto:Nikki.glazebrook@greatwellhomes.org.uk)

## Scrutiny

We are currently supporting customers to carry out a Scrutiny Review about Shared Ownership. Once the review is finished you will be able to see the report written by customers on our website. For more information about this, contact Gemma at [gemma.ager@greatwellhomes.org.uk](mailto:gemma.ager@greatwellhomes.org.uk)

## Equality and Diversity

We are looking for customers who want to help make our work and services more inclusive. If you are interested, please contact Lorraine at [Lorraine.gibson@greatwellhomes.org.uk](mailto:Lorraine.gibson@greatwellhomes.org.uk)

## Young voices

Are you under 30 and want to help us to shape services that work for you? Please contact Lorraine at [Lorraine.gibson@greatwellhomes.org.uk](mailto:Lorraine.gibson@greatwellhomes.org.uk)

# Customer Learning and Development

There is lots of FREE online training sessions that you can sign up for:

**24th May 11-11:30am** The Leadership Factor: Housing: deep dive into complaints  
<https://www.tlfresearch.com/webinars/housing-deep-dive-in-to-complaints/>

**14th June 10am-1:30pm** Tpas Housing Summit: Tenant Satisfaction Measures and Regulation  
<https://www.tpas.org.uk/tpas-events/show/826>

**5th July 11am-11:30am** The Leadership Factor: How to interpret data and what to do with it  
<https://www.tlfresearch.com/webinars/how-to-interpret-data-and-what-to-do-with-it/>

**19th July 11-11:30am** The Leadership Factor: Housing: research to inform Customer Experience strategy  
<https://www.tlfresearch.com/webinars/housing-research-to-inform-cx-strategy/>

## Tpas National Tenant Conference—12th and 13th July 2023

Every year we pay for customers to attend this 2 day event in Coventry. We cover the costs to get you there and to stay overnight in a hotel.

For more information, click here <https://www.tpas.org.uk/tpas-events/show/833>

To register your interest, please email [gemma.ager@greatwellhomes.org.uk](mailto:gemma.ager@greatwellhomes.org.uk)