

# Customer Involvement Newsletter

October 2023

Welcome to our 3rd Customer Involvement newsletter. Here you can find ways to have your say on our services and see how you've made a difference. Enjoy!



## Meet the Team



**Lizzie Brown**  
Community Involvement



**Nikki Glazebrook**  
Senior Community involvement officer



**Lorraine Gibson**  
Community Involvement Officer



**Gemma Ager**  
Community Involvement Officer

## Halloween Fun Treats.

Adult supervision and allergies mindful

### Ingredients

200g of dark chocolate

75g of Rice Krispies

50g of Rolled Oats

75g Raisins

Why Not send in some pictures of your Halloween treats



I have lived in my current home since 1976 and am a settled member of my community. I moved over from the council and opted to be part of the Wellingborough Homes (currently called Greatwell Homes); by doing so, I was promised a new bathroom and kitchen. During the installation of both areas, I was plagued with a range of fitting issues, which caused me to complain. From these complaints and my interest in the services, my landlord asked if I would be interested in joining a customer repairs panel. Eventually, I joined up as I didn't want other customers to go through what I did, but I also wanted to help the organisation understand things from a customer's point of view. Being an involved customer makes me proud that I am doing my bit to improve Greatwell Homes' services and the lives of others in our community. I am now a member of the Scrutiny Customer Involvement panel; this is where we look at areas in the business that have come to our attention, either through complaints or services that need a review. I have sat on the scrutiny panel for over a decade now, and I still have great enthusiasm to get stuck in and help make changes to improve the services we receive. Being an involved customer is part of my life, and I would recommend it to other customers who want to make positive changes for all. Different panels are available, for example, Customer Assembly and a new Equality, Diversity & Inclusion group called Together Greatwell. It has been quite a journey, and it's wonderful that I could turn my experiences into a positive force for change.

Sharon Medlin, Involved Customer for over a decade!

# Keeping you updated on what your Community Involvement Team have been working on.

24 customers

68 customers



attended meetings

wanted to join our customer

Let's take a look at how many of you have worked with us from March to June (Q1).

## TPAS Conference July 23

12 customers & staff travelled to Coventry to the annual Tenant Participation Advisory Service, Engaging Communities Conference. Here, all could take part in various workshops of interest. This also gave us to networking opportunities with other Housing Associations. Customer feedback was positive, especially with how well we are doing regarding our Scrutiny panel.



Yearly Community Involvement survey went out in April - 87 customers replied.  
Thank you!

### Gas Service Review:

6-month review of our new In-house gas team service

335 of you responded

**Scrutiny review:** Shared Ownership. This 12-week project from May to July. 13 customers got involved. This is still happening and we'll bring you more when its finished.

# Six Customer Updates & News

Thank you for giving your time, completing our surveys, and helping us improve our services.

## 1. Customer Misconceptions

Looking at what misconceptions are held by customers & how to get the right message out! Lorraine has been talking to staff and customers with over **100** people engaged.

## 2. Together Greatwell

Our Customer Equality, Diversity & Inclusion group have been assisting with creating Engagement Guidelines to help us work more inclusively with our customers.

## 3. Property Information Cards

A draft for the new style information cards to help all new tenancies with basic helpful information has been sent out to our Involved Customers, with **117** responses.  
Thank you!

## 4. Complains Workshop

Twice a year we invite customers to have their say if they have made a complaint, this is an opportunity to hear from our customers directly and helps us to shape our services for the better. **4** customers attended, **8** were invited.

## 5 Electrical Safety Certificate

A survey was sent out to customers who have had a EICR visit from Lantei in August. The responses was shared with them for feedback. **10** customers took part in this piece of work.

## 6. Youth Outreach

We are currently working in Partnership with other local organisations with youth outreach. We will be holding a stalls for Fresh Fest at the Victoria Centre on Saturday 21st October 11am—4pm.

Just in case you missed our new  
Community Involvement Video



[Click here for video](#)