



Customer Involvement Newsletter

January 2024

As we start a new year, we'd like to wish you all the very best for 2024 and would like to take this opportunity to say, be kind to yourselves.

Meet the Team



Lizzie Brown
Community Involvement
Manager



Nikki Glazebrook
Senior Community involvement officer



Lorraine Gibson
Community Involvement Officer



Gemma Ager
Community Involvement Officer

What's new pussy cat?



Go on, laugh out loud, after all laughter is a proven way to reduce stress and improve your mood!

Laughing out loud can be a great way to lighten the mood and bring some joy into your day.

Whether it's through sharing jokes with friends, watching a funny movie, or simply finding humour in everyday situations, laughter has numerous benefits for both physical and mental well-being.

Fun Facts about Greatwell Homes

Did you know that last year we cleared 40 tons of rubbish from Hemmingwell. We led a 'Big Clean Up Day' last April, with 17 members of staff and eight caged vans, clearing up rubbish. Now that's a lot of rubbish!



Greatwell Homes staff hard at work



Christmas Presents donated

Did you know our staff donated Christmas presents for children living in temporary housing. Staff donated over £700 worth of gifts and were also able to donate some gifts to local community centre for children in the community.

Customer Involvement

Let's take a look at how you helped us at Greatwell Homes in quarter 3.

We will be starting a more targeted engagement with our younger residents, taking the lead from them, regarding what they would like to do. We have sent out surveys and have collected over 40 responses so far. For customers under 30.

Second Scrutiny Review almost completed:

7 customers have been carrying out a scrutiny review on communication, consultation and involvement in our Independent Living Schemes

Anti-Social Behaviour or ASB

We understand that living with noise nuisance can be unsettling. We are working with other teams to look at this issue. We have sent out surveys to everyone who has experienced ASB and currently looking into the finding...More to come on this project.

New Year, New Challenge, why not get involved?

We have three groups you could join, based on your interests

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.

To find out more contact Gemma:- gemma.ager@greatwellhomes.org.uk

Customer Assembly - The Customer Assembly is a group of customers who meet twice a month and works with us to discuss what matters most to customers. There is usually around 10 customers on this group, and we are always looking for new voices to join. To find out more contact Nikki:- nikki.glazebrook@greatwellhomes.org.uk

Together Greatwell - Equality, Diversity & Inclusion is at the heart of what this customer group does, we understand the nine protected characteristics and look at insightful ways we can positively engage with customers and celebrate our differences.

To find out more contact Lorraine:- lorraine.gibson@greatwellhomes.org.uk

What's changed as a result of customer feedback?

Aids & Adaptations Policy

Thank you for the customers in Together Greatwell & the Customer Assembly for supporting us with reviewing and adapting the Aids & Adaptations policy.

Complaints Handling

Following a survey and workshop with customers, customers have helped us improve how we handle complaints and communicate

Shared ownership communications

We've added the Service Charge and Rent setting Policy to our website and made sure Shared Owners can access all their relevant information on the customer portal.

Shared ownership customers

We will now conduct six weekly visit's to all new shared ownership customers. This will be added to our Housing Officers schedules. These additional visits will roll out this year.

NOW SHOWING

The Community Involvement video

If you have any questions for the team, please email us
community.involvement@greatwellhomes.org.uk