



# Merry Christmas from the Community Involvement Team



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Community Involvement  
Manager



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Senior Community involvement officer



**Lorraine Gibson**  
Community Involvement Officer



**Gemma Ager**  
Community Involvement Officer

Wishing you all a joyful holiday season filled with warmth, happiness, and the spirit of togetherness. May your efforts in the community continue to bring positive impact and create lasting memories.

## Christmas Customer Lunch



Our Community Involvement Team enjoyed lunch with some of the members of our Customer Assembly, Customer Scrutiny group and Together Greatwell group. .





# A huge thank you from us

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

Here are just a few things you helped us achieve in 2023

**Website review** 6 customers helped us update our webpages

**Hemmingwell FWD** 9 families attended a 10 week support workshop.

**Chatbot** 5 customers helped us set up a new chatbot on our website

**Scrutiny review: Shared Ownership**

12 week project, with 13 customers.

**Gas Service Review** 335 customers responded to our 6-month review of our new in-house gas team service



**Tpas Conference** customers & staff travelled to Coventry to the annual Tpas, Engaging Communities Conference.

**Complaints survey and workshop** 4 customers helped us improve the process of making a complaint

**Property Information Card** survey 117 customers responded to help shape this new information card for each home. This will be finalised next year



We created a Community Involvement Video [Click here](#)