


GUIDE TO CUSTOMER INVOLVEMENT



AIRE VALLEY HOMES LEEDS
CUSTOMER INFORMATION



We are committed to working with tenants and leaseholders to ensure opportunities are available to influence and shape our services. Whether individually or collectively, customers have a range of ways they can become involved with us to be part of the decision making process. We want customers to have an impact on the management of their homes and the wider community.

Some common ways to get involved:

Tenants and Residents Groups

Tenants, residents or leaseholders that form a group who work together to improve housing and other services on behalf of their local communities.

Area Panels

There are three Area Panels who each have six local tenant members that consider policy and performance issues as well as managing an environmental and community development fund.

Customer Panel

A collection of tenants or leaseholders who have said they are happy to be asked about our services and who may have a special interest, such as in repairs or about the environment. Panel members can take part over the phone, in postal surveys, in focus groups or by email.

Mystery Shopping

Helping to test our services, making sure we're doing what we say we are.

Community Voices

Sometimes there isn't enough support for a full residents group but a local spokesperson is happy to act and speak on other people's behalf.

Taking part in ad-hoc surveys or our Customer Satisfaction Survey

A number of less formal methods exist, this gives hundreds of our customers the chance to give us feedback about our services.

Our commitment to involving customers is set out in our 'Connected Customers Strategy'.

Whatever the methods customers prefer to use to get involved with us there are standards and levels of service you can always expect.

We will:

- employ a dedicated Customer Involvement Team to support, assist and encourage participation of groups;
- publish a Connected Customers Strategy which explains the different ways you can become involved that has been agreed with customers;
- consult you on any significant changes in services we provide, both individually and through more formal structures such as the Customer Panel and Area Panels;
- pay reasonable expenses so you are not out of pocket for getting involved, e.g. travel, or child care costs;
- issue freepost envelopes for tenants and leaseholders to use when their views are being sought by post;
- wherever possible have a member of staff in attendance a tenants and residents groups meetings if we are invited;
- help and advise groups to get funding from various sources to help them achieve their goals;
- inform new tenants at 'accompanied viewings' about existing community groups in the area;
- monitor the profile of tenants and residents groups and work with them so they are more able to speak for the whole community;



- be considerate when organising events such as focus groups or meetings so they are accessible, pleasant and convenient places to be;
- offer training to help customers get the most from their involvement;
- produce a newsletter at least four times a year to help promote the success of local groups and to let all our customers know what has changed as a result of your feedback;
- produce an annual report reviewing our work over the last year;
- be open to new ideas and ways that customers can become involved and influence our services; and
- offer a range of ways to get involved that meet all our customers needs.

For further information about becoming involved with our services, please contact:

The Customer Involvement Team.

Freepost RRLU-UYBZ-UHKH

Aire Valley Homes Leeds

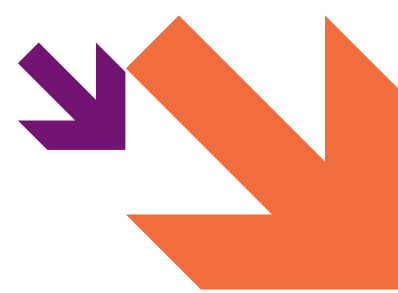
Tel: 0113 214 1798

Email: avhleeds.cit@avhleeds.org.uk

We will monitor these service standards regularly and use this information to make sure we are providing the best service possible.

You can help us by:

- completing any surveys we send you and returning them in the freepost envelope provided;
- letting us know if we fail to meet any of these standards or if there are any aspects of work that has been carried out that you are not happy with;
- contacting us if you would like to:
 - o set up, or be put in touch with, a tenants and residents group
 - o join our customer panel
 - o attend a Board Meeting
- letting us know about your area by writing articles or providing information for our Aire Living Newsletter.



If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone **0113 214 1942** and speak to the Equality Officer.



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