

Customer Involvement



What is tenant involvement and how can I get involved?

Getting your views about the services we provide is important.

But it's not just about getting your feedback. We want to find ways of getting you more involved with the decisions that affect you and the community you live in.

Why does HomeZone need you?

We need to be sure that our services match your needs. So, understanding your needs is our first step to working with you. We believe that our tenants and leaseholders should be fully involved at HomeZone and able to influence issues concerning everyone. Achieving our vision is not something we can do alone. If we are to continue to deliver excellent services we need your help.

Do I have a resident group and, if so, I can join?

There are many residents groups across the District. Meeting quarterly, these provide a channel of communication for you to voice your concerns and discuss issues that affect you and your community.

About the Customer Panel

We currently have around 18 tenants and leaseholders on our customer panel. The panel meets each month to discuss ideas and hear from other people who work at HomeZone. As well as training opportunities, panelists get to hear from a range of guest speakers belonging to HomeZone and other agencies. Previous speakers have included the Police, Age Concern and our own Managing Director.

Why I got involved?

“I wanted to find out more about HomeZone.”

“I wanted to give something back and not just take.”

What other partnerships can I get involved in?

There are other ways you can get involved dependent on the time you have to offer, including:

- Residents groups
- Focus groups
- The Staffordshire Tenants Forum
- North Lichfield Initiative
- Fazeley & District Initiative
- Internet views
- Various Customer Fora

Where do I go from here?

If you're interested in getting involved and wish to find out more please contact your Community Development Co-ordinator.

You may be keen to get involved but don't have much spare time.

In which case, we can probably find a role for you that best suits your lifestyle. To talk about meeting your local residents group; joining our customer panel; or finding out how you can get involved – just give the Community Development Co-ordinator a call on 01543 420848.

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Homezone Housing Limited is a registered social landlord and an exempt charity.

Housing Corporation No. LH4122.

Industrial & Provident Society registered no. 28306R.

Member of the National Housing Federation.

Member of the Housing Ombudsman Service.



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