

GET INVOLVED



Ashfield
Homes



"Delivering Excellent Housing Services"

Get Involved

At Ashfield Homes we aim to involve our customers in all aspects of our work, at whatever level you choose. We consider that our customers' views are important and that your input is essential if we are to deliver services that meet your needs and aspirations and to ensure a prosperous future for Ashfield.

Why get involved in improving the quality of services for customers?

Your views matter! If we are to improve the service you receive, we need to know:

- What you think about the services
- About the changes you think should be made
- What is important to you and what kind of services you want from us
- Where we are not providing a service that meets your needs
- How changes have affected you and whether they have made things better

How Can I Get Involved?

- Join your local Tenants and Residents Association to discuss the issues that matter to you as a local community, and work together to find solutions, perhaps in conjunction with Ashfield Homes, or with other agencies such as the Police
- Attend local meetings to tell us your views on the standards of service you want to see being delivered in your local area



- Agree to join our 'Armchair Inclusion' database so that we can ring you and ask for your comments about our services, or comment on our new policies, procedures and publications - this provides you with the opportunity to be more involved from the comfort of your own home!
- Attend an Information Event or Coffee Morning to learn more about our services, policies and procedures and how they may affect or impact upon you, such as anti-social behaviour, repairs, fire safety or Major Works
- Apply to become a Mystery Shopper or Scrutiny Panel member, getting involved in inspecting services, make recommendations for change, and hold our Managers to account for their performance and the quality of the services they are responsible for
- Join our Tenants Gateway, a core group of tenants attending regular meetings with our Managers to discuss services and the ways we deliver them, making recommendations for change based on the information presented to you, which may include survey results, budget information, etc
- Apply to become a Tenant Board Member - the highest level of involvement, taking shared responsibility along with the rest of the Ashfield Homes Board, for the strategic aim of the Company and ensuring we perform effectively



Get Involved

Get Involved (Continued)

We are keen to make sure that as many different tenants, from as many different backgrounds as possible, have the confidence and skills to get involved. We will help you by providing:

- Access to training and volunteering opportunities
- Active Learning for Residents
- Information Events

We regularly hold events specifically for young people such as Dream Schemes and Trailblazers which provide young people the opportunity to become involved in the community and learn new skills.

You can contact our Tenant Participation Officer in the following ways:

Tel- **01623 608921**

Freephone- **0800 9520198** (remember Freephone numbers are not free from a mobile)

Mobile- **07949 103 512** (you can text a short message and we will call you back)

Email- J.Worthington@ashfieldhomes.co.uk

Visit our website at www.ashfieldhomes.co.uk and click on 'Have your say & get involved' for more information.



Have Your Say

Ashfield Homes is committed to providing good-quality, value for money services in an efficient and courteous way. We welcome comments from our customers, as only you, as a service user, can tell us if we are getting things right.

We want to know what you think, if you are not happy with our service we would like you to tell us about it.

Complaints, Comments and Compliments

We will take your complaint seriously and investigate it thoroughly. If we have made a mistake, we will apologise and put things right. Many problems can be sorted out simply and quickly by talking to us. So if you have a problem, speak to one of our employees to tell us why you are unhappy and what the problem is.



"Delivering Excellent Housing Services"



Complaints, Comments and Compliments (continued)



What Could You Complain About?

- When we have failed to do something we should have done
- When we have done something badly or in the wrong way
- When we have not treated you fairly or politely

If you have spoken to us about your problem and you are not happy with our response, you should fill in a complaint form and we will investigate your complaint, alternatively you can make a complaint via our website www.ashfieldhomes.co.uk, via email ahmail@ashfieldhomes.co.uk, or you can call us on Tel- **01623 608924**.

You can expect us to respond to your complaint in writing within five working days. If you are not satisfied with our response you can appeal by writing to:

**Freepost RLTC-ZAUU-XZHR,
Ashfield Homes Ltd, Broadway, Brook Street,
Sutton in Ashfield, Nottinghamshire, NG17 1AL**

Your appeal will be reviewed by our Chief Executive and will be responded to promptly. If you still think we have not treated you fairly, you can ask the Local Government Ombudsman to investigate by writing to:

Local Government Ombudsman, Beverley House, 17 Shipton Road, York, YO30 5FZ

Comments

By letting us know what you think, you can help Ashfield Homes to improve the services you receive. We welcome your suggestions on how we can do something better, you can tell us by completing a comments, compliments and complaints form or a service improvement suggestion form and send it to us at our freepost address detailed below.

Compliments

By letting us know what we have done well, you can help us improve the services you receive. If your compliment is about an employee, please tell us their name as we always tell our employees when a customer has complimented their work. Please fill in a comments, compliments and complaints form and send it to us at our Freepost address:

**Freepost RLTC-ZAUU-XZHR,
Ashfield Homes Ltd, Broadway, Brook Street,
Sutton in Ashfield, Nottinghamshire, NG17 1AL**

www.ashfieldhomes.co.uk

Surveys

By giving us feedback on the services you receive you are helping Ashfield Homes to improve its services to you. Your views and comments are important to us and we will always welcome these.

In order to measure your satisfaction with services you receive, from time to time Ashfield Homes will send surveys and ask for your feedback. By telling us about your experiences you can help shape Ashfield Homes and improve the quality of services we deliver.

