

Improving Customer Services

Three Valleys Housing seeks to involve its residents in the development and monitoring of housing services and to ensure that all residents have the opportunity to take an active part in the development of high quality housing services across all areas.

The aim is to ensure that all residents have the opportunity to play their full part in the decision-making processes and to influence decisions that affect their homes using a variety of methods to suit individuals. In addition, we wish to ensure representation for those who choose not to, or are unable to, take an active part by encouraging a wide range of residents to take part.

It is our intention to support the development of a variety of service improvement opportunities. Members of this panel will be able to express their opinion in a variety of ways around a variety of subjects, giving as much or as little time as they choose. Our aim is to perfectly match the interests, skills and abilities of residents to the areas of our service that we are interested in at any particular time.

If you are interested in helping us by contributing to service improvements, please fill in the following pages.

如果您需要這些訊息或任何其他我們寄給您的訊息以另一種格式 (例如錄音帶或大字體打印) 或另一種語言說明 , 請致電 0844 770 3500 提出要求。

જો તમને આ માહિતી અથવા અમે તમને મોકલીએ તેવી બીજી કોઈ પણ માહિતી બીજી કોઈ સ્વરૂપમાં (દા.ત. ઓડિયો કેસેટ ઉપર અથવા મોટા અક્ષરોમાં છાપેલી) અથવા બીજી કોઈ ભાષામાં જોઈતી હોય, તો કૃપા કરીને 0844 770 3500 પર ફોન કરો.

Se avete bisogno di queste informazioni, o di ogni altra informazione che vi inviamo, in un formato diverso (ad esempio su audiocassetta o in caratteri ingranditi) o in un'altra lingua, si prega di telefonare allo 0844 770 3500.

Aby otrzymać te informacje – lub wszelkie inne informacje, które przesyłamy - w innym formacie (np. na kasecie audio lub w wersji dużym drukiem) albo w innym języku, prosimy zadzwonić pod numer 0844 770 3500.

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ, ਜਾਂ ਹੋਰ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿੱਚ (ਜਿਵੇਂ ਕਿ ਆਡਿਓ ਕੈਸਟ ਜਾਂ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿੱਚ) ਜਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ ਤਾਂ ਅਸੀਂ ਭੇਜ ਸਕਦੇ ਹਾਂ, ਇਸ ਲਈ ਟੈਲੀਫੋਨ ਨੰਬਰ 0844 770 3500 ਤੇ ਫ਼ੋਨ ਕਰੋ।

اگر یہ تحریر یا ہماری ارسال کردہ کوئی اور معلومات آپ کو کسی اور طریقے (مثلاً آڈیو ٹیپ یا بڑے پرنٹ پر) یا کسی اور زبان میں درکار ہو تو براہ کرم 0844 770 3500 پر فون کریں۔

If you need this information, or any other information we send you, in another format (e.g. audio cassette or large-type) or in another language, please telephone 0844 770 3500.

Contact details

Title *[please tick]*: Mr Mrs Ms Miss

First name: Last name:

Address:

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Postcode:

Telephone No:

Mobile No:

Best time to ring:

Email address:

List of how we can collect information:

[Please tick your preferred option(s)]

Email

Post

Text

Surveys

Meetings

Telephone

I would be interested in:

[Please tick all that apply]

Reviewing paperwork (new policies, leaflets, standard letters etc)

Helping develop new ideas

Helping improve existing services

Becoming a mystery shopper

Joining a service forum (see next page for more information)

Other (please specify).....

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Service Forums

Service forums are meetings where staff and residents get together to find ways of improving services. We are particularly interested in the following service areas:

[Please tick any that interest you and that you may be willing to join or be consulted on]

Sheltered accommodation

Allocating property to new tenants

Access / customer contact

Communication

Leaseholders

Income management

Repairs and improvements

Estate management

Are you already involved with any of Three Valleys

Housing involvement opportunities? Yes No

If yes, please say how:

TVH Board /Resident Strategic Group

Zone meeting

Local Residents Association

If No, would you like to become involved?

Yes No Maybe (I need more information)

Voluntary work

Are you involved with any other form of voluntary work?

Yes No – if yes could you briefly describe?

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Do you have any particular interests or specialist skills you would like to share?

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Disability and support

The Disability Discrimination Act (DDA) 1995, states that someone is a disabled person if they have a “physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day to day activities”.

- Do you consider yourself to be a disabled person as defined in the DDA?

Yes No

- Do you consider yourself to be a disabled person, but feel you do not meet the DDA definition?

Yes No

- Do you have a Community Carelink Officer?

Yes No

Please say if there is any support that we can give to enable you to take part

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We are an open and listening organisation

The following information would be very helpful to us but you don't have to complete this page if you don't want to.

Personal details *Please tick appropriate boxes*

Gender: Female Male

Date of birth:

Ethnic origin

White

- British
- Irish
- Other White

Black or Black British

- Black Caribbean
- Black African
- Other Black

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Other Asian

Mixed

- White & Black Caribbean
- White & Black African
- White & Asian
- Other Mixed

Chinese or other Ethnic Group

- Chinese
- Other Ethnic Group

*establish the most effective and efficient means of
involving customers.*

We are an open and listening organisation. If there are
any other considerations you would like us to make please
let us know in the space below.

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Year: 2008

Thanks for taking time to fill in this form. If there is no
freepost envelope provided, please return to:

Resident Involvement Officer (Customer Panel),

Three Valleys House

Bramley Road

Long Eaton

Derbyshire NG10 3SX