

## Like to Know More?

Fill in the reply slip below and hand to a member of staff, who will forward it to the Customer Involvement Team, or post directly to the team at 1-5 Lapworth Road, Wood End, Coventry, CV2 1EY

NAME: .....

ADDRESS: .....

TELEPHONE: .....

MOBILE: .....

E-MAIL: .....

When is the best time to contact you? .....

We want to hear your views and if you think we've missed something from the menu. Put your suggestions below and we will be in touch.

YOUR SUGGESTIONS: .....

.....

.....

.....

.....

.....

.....

.....

### Contact us:

#### Your Customer Involvement Team

Our Customer Involvement Team are here to support both residents and our employees to make sure that residents have real opportunities to comment on and influence our services. To talk about the opportunities on offer, or discuss ideas that you may have for new ways to get involved,

Contact them on **024 7658 7081**,  
**024 7658 7086** or **024 7658 7083**.

### Need help in your own language?

French

**Pour vous assister en votre propre langue**

Portuguese

**Assistencia na sura propria lingua**

Somali

**Luqadaadoo lugugu caawinaayo**

Farsi

برای کمک به زبانتان

Arabic

لمساعدتكم في لغتكم

Kurdish

هۆیارمه تێدان به زمانى خوۆت

☎ 024 7676 7000

Whitefriars Housing Group Ltd  
9 Little Park Street, Coventry, CV1 2UR  
Web [www.whitefriarshousing.co.uk](http://www.whitefriarshousing.co.uk)  
Email [info@whitefriarshousing.co.uk](mailto:info@whitefriarshousing.co.uk)  
a charitable, industrial & provident society

Information correct at time of production.

NW 326/10.04/r10.05

# Customer Involvement Menu



Whitefriars Housing Group offers many ways for customers to get involved in its business.

This leaflet is

designed to explain some of those ways.

Take a look you, may find something to suit your taste.

If there is something you would like to try but don't see on the menu, let us know and we will try to help.

Every customer is welcome to try one of our dishes.

Enjoy!



# Starters

- for a light bite

From the comfort of your own home

## Postal Surveys

We may want to collect your views on an area of service. Just complete in your own time and return in the reply paid envelope.

## Phone Surveys

We will call to ask you how you feel about an area of service. You can do it there and then.

## Armchair Monitors

Let us know how our landscape contractors are performing, simply look out of your window and fill in the survey.

## Reader

Take a look at some of our documents, are they easy to understand? Make your comments and let us know.



## Home

Read Home magazine and send us ideas or articles.

# Main Course

- for a bigger appetite

Meet people to discuss services and local issues

## Start a Residents Association

We can help. A "how to" resource pack is available through our Customer Involvement Team.

## Join a Residents Association

We know where they are, give us a call and we'll put you in touch with them.

## Customer Auditors

Customers receive training to check the service we provide. They also check we have responded to their findings.

## Focus Groups

You will be asked your views in a brief meeting and feedback will be given at a later date.



## Home Editorial Panel

Meet quarterly to discuss the style and content of Home magazine.

## Document Review

Reviewing the leaflets and handbooks we produce and making changes so they are clear and simple to understand.

## Issues Groups

informal meetings or drop in sessions about any issue you have a view on.

# Desserts

- to round off

Shape our service, check our performance or help to run the organisation

## Voices of Whitefriars Residents Group (Voices)

Members come from constituted residents groups (or are independent where there is no local residents group). Voices holds an annual residents conference, write the resource pack and makes recommendations to the Board of Whitefriars.



## Service Review Groups

Currently groups operate for Anti Social Behaviour, Estate Management and Repairs. New recruits welcome.

## Tenant Board Member

6 Tenant Board Members are elected every three years, 3 from the North and three from the South. Only tenants are eligible to stand, it's your chance to look at and make decisions on how Whitefriars Housing Group is run.