



Service standard: Involving You

Involving You Standards – a customer guide on how to get involved and what we will do to help you do this.

We are committed to providing the best possible services to our tenants. To do this, we listen to what you say about our services, act on your feedback and make changes to the service we offer you.

This service standard explains how you can get involved and what you can expect from us.

How you can get involved

You can get involved by:

- Giving us your feedback, by telephone, letter email and social media
- Joining ad hoc focus groups
- Joining a tenants' group
- Becoming an Community Voice and feeding back on services on your estate
- Joining one of our Specialist Customer Advisory Panels (CAPs) Technical Services, Tenancy and the Policy CAP
- Joining our 'virtual' Policy CAP
- Being nominated to sit on the Collective Panel by Specialist CAPs
- Giving us feedback on the quarterly tenants' magazine, 'Link'
- Becoming a member of our Board of Management.
- Joining our Service Inspection Team.
- Joining our Resident Scrutiny Panel
- Attending our Regional Forums

How we will support and encourage you to get involved

We will:

- Hold meetings at times and places that are accessible and convenient for you
- Pay the costs for meetings
- Pay travel expenses, including child-care costs
- Provide administrative support for tenants setting up local groups in their area
- Provide a dedicated email address for Community Voices
- Provide training for involvement activities
- Encourage involvement from minority groups
- Support communities and community events
- Provide information about our performance
- Consult you on any changes we plan to make to our policies, procedures, service charges or services
- Tell you when and why we want to improve services

How we monitor these service standards

We monitor our service standards in the yearly Tenant Involvement Impact Assessment (TIIA)



More information

If you do not think that we are meeting the standards set out above please let us know

Translation

We will provide copies of this document in another language or format upon request.

Contact details

Telephone:

0800 013 8555 / 0115 844 3150 (Main Switchboard)

0800 317 861 / 0115 844 2931 (Maintenance)

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Reporting Repairs: Maintenance Dept.

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