

# Be a voice for change

Join our customer panels



# Make your voice heard

Your voice is powerful.

Use it to shape change at NCHA.

Make a difference by becoming a member of our Scrutiny or Homes and Neighbourhood Panel.

In this booklet, you'll find details of the panels and the benefits of getting involved with things at NCHA.

# Getting involved



We make customer involvement easy, with low levels of commitment that fit around your lifestyle.

Key benefits:

- Panel meetings will take place, both in person and virtually, to fit around busy schedules.
- Training and support towards your personal development.
- A chance to gain relevant skills for work.
- IT equipment provided to help you in your role.
- We'll cover your expenses where necessary.



# About our panels

We'll need you to be a strong voice for change and help us to improve our services.

You'll join other customers in four to eight meetings a year to discuss key topics. You'll then work together to submit plans for improvements and keep an eye on agreed changes.

We'll give you all the training and support needed to develop in your role.



## Scrutiny Panel

This panel will act as NCHA's critical friend, investigating what's happening with services and suggesting improvements. It will have one Panel Chair and six members.



## Homes and Neighbourhood Panel

This panel will look at your experience of our services, providing a place for customers to be heard. It will have one Panel Chair and 10 members.

**Both panels will be supported by our Customer Involvement team and employees that lead key services.**



## How to apply



### Interested in joining our panels?

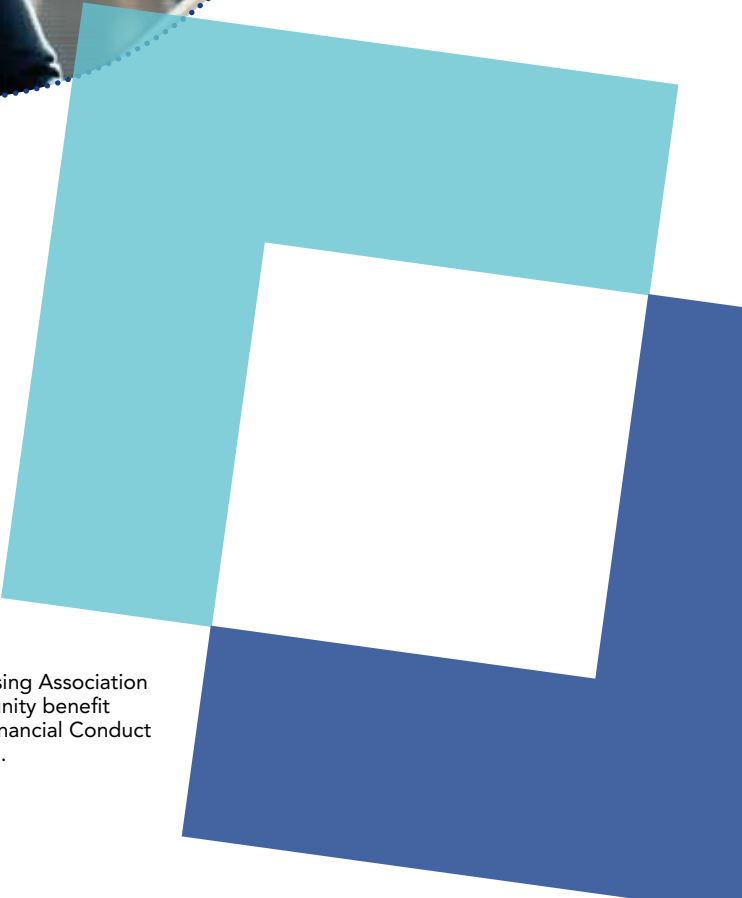
Contact our Customer Involvement team at [hwcustomerinvolvement@ncha.org.uk](mailto:hwcustomerinvolvement@ncha.org.uk) or 0800 013 8555 to register your interest.

The deadline for applications is 22 August 2021.

### Need more information?

If you need to know more, get in touch with Guy on 0743 679 3977, for an informal chat about the roles.





Nottingham Community Housing Association Limited is a charitable community benefit society, registered with the Financial Conduct Authority under number 7104.