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## Service standard: Involving you

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A customer guide on how to get involved and what we will do to help you to do this.

We are committed to providing the best possible service to our customers. 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.

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### 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 our customer panels
- Joining our Virtual Consultation Group
- Giving us feedback on the Link magazine
- Giving us feedback on our Leaseholder magazine
- Becoming a board member
- Attending our Regional Forums.

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### How we will support you 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 childcare costs
- Provide administrative support for customers 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.

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### How we monitor these service standards

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

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### More information

If you don't think we're meeting the standards set out above please let us know.

Email [info@ncha.org.uk](mailto:info@ncha.org.uk) to get in touch with us. Alternatively you can call us on 0800 013 8555.

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### Translation

By request we'll do what's reasonable to provide copies of documents in another language or format.