



HELP US

IMPROVE

JOIN OUR RESIDENTS' GROUPS AND WORK TOGETHER WITH US TO HELP IMPROVE OUR SERVICES FOR YOU AND YOUR COMMUNITY.

JOIN THE SCRUTINY PANEL

Our Scrutiny Panel is a group of up to 12 customers, who meet twice a month. The panel is chaired by an elected member from the group. The panel works together to agree which parts of the emh homes business they would like to scrutinise.

Customers' views are heard by our management team, executive team and Board of Directors and help them to make important decisions on how the business operates.



"We've been volunteering for over 10 years, we like to know what's going on in our community. Housing associations should be resident-led, and that's why we're involved."



Jim Humphreys, emh homes resident and Scrutiny Panel member

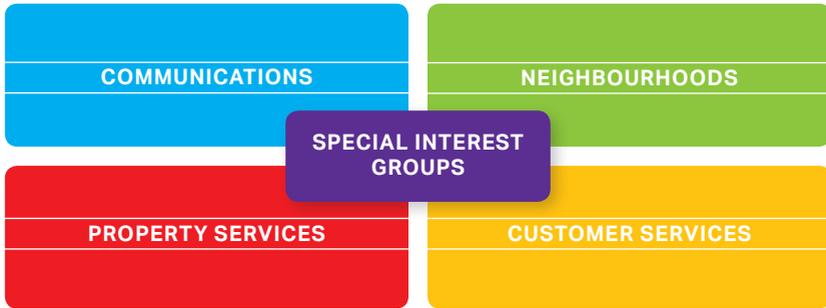


Amanda Boulter, emh homes resident and Scrutiny Panel member

"I used to be a housing officer, so I see the system from both perspectives. I don't know much about scrutiny – but you don't have to. It's more about wanting to make sure things are done right."

JOIN A SPECIAL INTEREST GROUP

There are four groups that focus on specific areas of the business. Each group has an elected chair and they meet at least four times a year to identify improvements in their business area.



Property Services focuses on:

- ▶ the repairs service
- ▶ the condition of available homes (relets)
- ▶ improvement programmes, e.g. kitchens and bathrooms
- ▶ selection of contractors
- ▶ inspection of empty properties

Neighbourhoods focuses on:

- ▶ estate management, including cleaning and caretaking
- ▶ tenancy management, such as sign up and mutual exchange
- ▶ leaseholder services
- ▶ rent and service charge collection and money advice
- ▶ anti-social behaviour

Customer Services focuses on:

- ▶ how enquiries are answered
- ▶ how complaints are handled
- ▶ the telephone and online customer service we provide

Communications focuses on:

- ▶ communication between customer groups and with the wider customer base
- ▶ the production of the annual report to residents
- ▶ oversee consultations with customers, such as policy consultations



JOIN A LOCAL GROUP

There are two area groups, one for our Derbyshire and Nottinghamshire customers, and another for our Leicestershire and Northamptonshire customers.

Each group acts as the voice of the communities they represent, they meet each month and they have an elected chair.

A typical meeting will discuss things like:

- ▶ improving the services customers receive
- ▶ highlighting issues facing the community
- ▶ making sure the performance targets are being met by the business
- ▶ feeding back on recent void property inspections
- ▶ organising events for residents
- ▶ helping to coordinate estate action days and address any issues identified
- ▶ hearing a presentation from an emh homes member of staff and asking them questions
- ▶ communal area and grounds maintenance inspections



SHORT ON TIME?

Don't worry, you can still make a difference even if you do not have the time to be a member of any of the groups mentioned. We also have other opportunities for you to get involved such as completing online surveys and joining one-off project groups to help us develop new policies and procedures.

For more information please contact your Community & Investment Officers on **0300 123 6000**.