

Customer Involvement

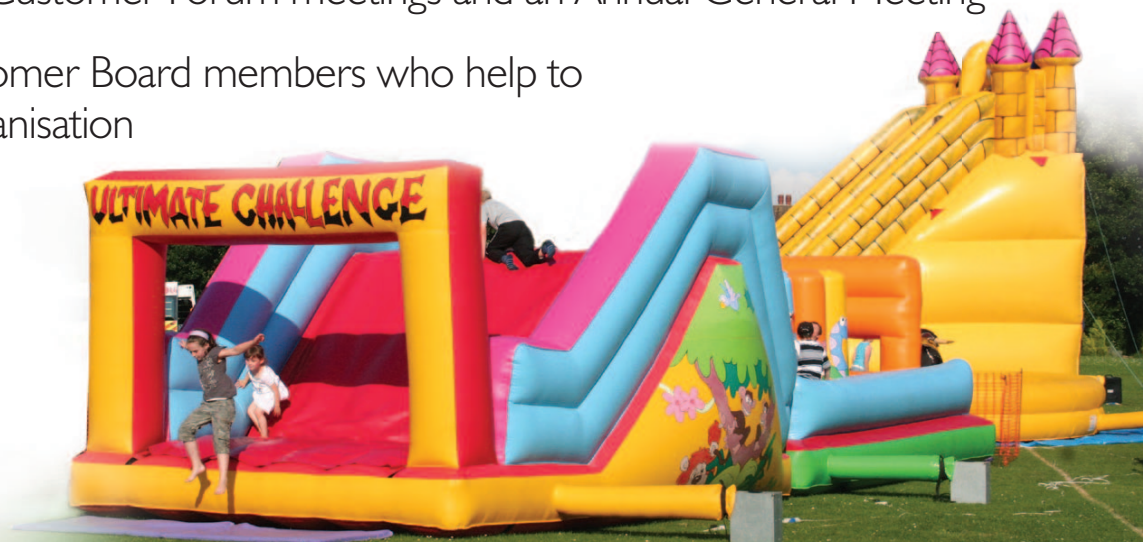
- our service promise to you...

Everyone at North Devon Homes is committed to “working together to create communities where people want to live”. To ensure that we do this for you we have created a set of values for ourselves.

One of our values is to “Aim for Excellence”. The standard below sets out how we intend to deliver this.

We will:

- Encourage you to get involved by providing a range of activities that will enable you to have your say
- Offer you practical support and training to carry out a range of scrutiny activities
- Agree with you what your service priorities are for customers
- Involve you in the development, review and improvement of the services we provide, including our newsletter
- Provide you with information about our performance and how it compares with other social landlords
- Keep you informed on how your input has influenced, changed and shaped service improvement
- Have twelve Customer Forum members who represent you
- Hold monthly Customer Forum meetings and an Annual General Meeting
- Have four customer Board members who help to govern the organisation



We will make sure we deliver our promises by:

- Promoting involvement activities in the newsletter, website and other publications
- Establishing customer review groups to look at the services we provide
- Aiming to continually increase the number of new customers who are actively involved
- Annually reviewing the customer consultation database
- Increasing the percentage of customers satisfied with the opportunities to get involved
- Providing a minimum of four peer group training events per year
- Publishing a customer involvement strategy stating customers' priorities
- Publishing results/outcomes and the changes/improvements made as a direct result
- Publishing continuous improvement plans and impact assessments

You can find out about our performance

- In our annual performance report to customers
- On our website – www.yourlocallandlord.com click on the tab with “How are we doing?”
- In our tri-annual newsletter
- By joining our Customer Forum
- If you would like to make any comments, complaints or suggestions relating to any of our service standards, please get in touch on: 01271 312500 or email: enquiries@ndh-ltd.co.uk
- **we'd love to hear from you.**

