

Tell us what you think, share your ideas

Help us build the
future you want



This leaflet explains how customers can get involved in helping to design and review the services we provide now and in the future through our community involvement activities



Come and join us

At North Devon Homes we listen to our customers views so that together as a team we can give customer a big voice to improve and co-design your services.

Our approach to involve you is very flexible as we know everyone has different time commitments. In this leaflet are some of the ways you can take part:

- Completing surveys on-line
- Mystery shopping from your home
- Customer Journey Mapping (reviewing areas of our services)
- "Tenant 2 Tenant" (customers supporting other customers, training is provided for this volunteer opportunity)



No experience or qualifications are needed everyone is welcome, transport (if required) and refreshments available at most our events

Local conversations

Meeting our customers face to face gives us the opportunity to have conversations around how you feel about your home, your community and the services we provide for you.

There are two ways to be involved in this:

- Talk to us when we visit your area
- Join us on the day to help survey your neighbourhood

We advertise these events on our website.



Want to get involved? Just call our Community Involvement Team: 01271 313384 or simply email tracey.williams@ndh-ltd.co.uk

What you tell us leads to change

There are various customer panels who discuss topics and look for ways to make things better, do things differently and offer suggestions which influence the services we offer.

Fresh ideas group (everyone welcome)

A friendly focus group that reviews how we communicate with you helping to co-design the information and leaflets we provide.

Scrutiny Panel (limited places)

A small friendly customer panel that takes a "deep dive" into areas of the business making recommendations on things we could change.

C90 Panel (limited places)

Customers at the heart of our business working with our Board and Directors.

"I have made new friends, learnt new skills which has helped me feel so much more confident."



Join in our free community events

There is something for everyone;

- Cream teas
- Afternoon quiz or bingo
- Annual Summer Fayre
- Coffee mornings
- Christmas lunch events
- BBQ's
- Craft mornings
- Learning new skills



Look on our website for details of what's happening in your area
www.ndh-ltd.co.uk

Need
help?

Phone us: 01271 312500

Email us: enquiries@ndh-ltd.co.uk

Complete our on-line forms via our website:
www.ndh-ltd.co.uk

Follow us on Facebook or tweet us:
@NorthDevonHomes

Emergency Out of Hours Service:
Freephone: 0800 917 0619



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