

# How to get Involved & Make a Difference

## SEVEN LOCKS HOUSING

— Strong **Foundations**,  
Stronger **Communities**.....

SEVEN LOCKS  
  
HOUSING

### What are the benefits of getting involved?

We actively encourage and support customer Involvement. Our customers want an excellent service and we need customers involved in making decisions about these services to ensure they meet your needs.

### Who can get involved and what training will we offer?

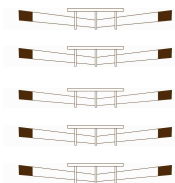
We give all of our customers the opportunity to be involved at a level that suits them. We provide training to help develop the skills needed to be involved in shaping, inspecting and monitoring our services.

### What about our involvement structure?

Our **Customer Panel** is the central group of involved Customers. These are the people who have said they are willing to be involved and have told us how they want to be involved. We use this group to identify which part of our services customers are interested in and tailor involvement to the way that meets their needs.

### What are the opportunities for involvement?

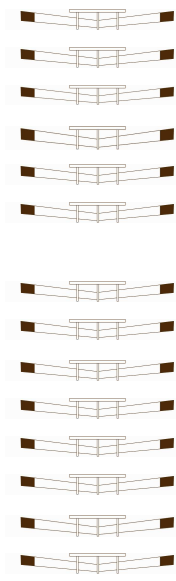
All of our customers can choose to be involved in any number of ways:



- Board membership
- Resident Scrutiny Panel membership
- Leaseholder Group membership
- Best Value Reviews
- Mystery shopping

Seven Locks Housing, 1A Anson House, 8 Compass Point, Northampton Road,  
Market Harborough LE16 9HW

**Tel:** 01858 414500, **Fax:** 01858 419156, **Email:** [info@sevenlockshousing.co.uk](mailto:info@sevenlockshousing.co.uk)



- Complete Surveys and Provide Feedback
- Disability Action Group membership
- Tenant Void Inspector
- Corporate newsletter Editorial panel
- Attend a conference
- Monitor the Modernisation and Improvement Programme
- Monitoring projects
- One-off consultation meetings
- Focus group meetings
- Senior staff appointments
- Developing Policies and Procedures
- Neighbourhood Improvements
- Electronic Consultation (E-Group)
- Reading Panel

**Seven Locks Housing value all involvement.  
It's your choice, which method is best for you?**

We welcome your involvement. if you only have limited time or are interested in one specific area of our service we have developed our menu of involvement opportunities to offer a way to be involved that suits you and your lifestyle.

Contact us to talk about how we can support your involvement and the training that we can offer. Some of our training is accredited and can help you get qualifications and experience that could help with your career.

Registered with the Tenant Services Authority No. L4506,  
Registered Charity Number 1121331

## **I want to know more, who can I speak to about getting involved?**

If you want further information about any of the options for getting involved please contact our Customer Involvement Officer on:

**01858 414519**

or mobile telephone on: **07527 385121.**

Or you can email: [tracey.silk@sevenlockshousing.co.uk](mailto:tracey.silk@sevenlockshousing.co.uk)

We will be able to tell you about all of our current involvement opportunities, for example what projects we are working on and what policies we are developing. We will also be able to discuss the amount of time that you can offer and which would be the best way to use your valuable time to help us continually improve our services.

**This leaflet gives advice about how you can get involved— If you or someone you know needs this information in another format or language, please contact Customer Service on 01858 414500.**

**We keep a central register of our customers' with special communication needs so you only need to tell us about your requirements once.**

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