



## Future paths...

You can make a big difference!

Your voice is important to us, so please let us know how you think we are doing and what we can do to make things better.

# Our Board

Our Board members want to hear your views on how we are doing and how we can improve our services, so please make sure your voice is heard. You can make a real difference and there are so many ways that you can get in touch.

- **Virtual Scrutiny Panel**

A group of residents who look into a range of issues and the quality of our services and feed back to our Board

- **Satisfaction surveys**

Run by an independent company to look at the services we provide

- **Mystery shopping**

Residents who make unannounced calls to test our responses

- **Online consultation**

A way for people to test new policies, procedures and information we provide to our residents

- **Estate champions**

Key residents who help monitor and feed back to us on the performance of contractors on our estates

- **Live web chat**

A digital channel for you to discuss any issues with us via our website

- **Daily correspondence**

Raise any issues by email, letter or phone call

- **Social media**

You can tell us what you think via Facebook and Twitter

- **Digital newsletter**

A way for us to feed back to you on issues you have raised





## Get involved

We want to make it easy for you to have your say on the important issues that affect you, so we have set up a 'virtual' panel as one of the ways you can communicate with our Board, with an emphasis on digital communication.

You might like to join the panel or put forward your suggestions via the panel members – so if you'd like to be involved, please get in touch. Members of the panel may also be able to attend Board meetings and contribute to the discussions.

If you're feeling at all nervous about any of this – please don't be! We're here to help, we want you to have the confidence to take this step and we will support you if you want to get involved. We are also providing training if you would like to improve your digital skills, using computers and the internet, email, social media and other digital ways to have your say. So if you would like to get involved please contact our Customer Experience Team.

## You said... we did

We act on what you tell us. For example, some residents said they were unhappy with the repairs service from our contractor. So we launched our in-house repairs service, which has seen a huge rise in customer satisfaction.



ROSEBERY  
repairs.  
PART OF ROSEBERY  
HOUSING ASSOCIATION

## Complaints

We need to know if our services fall short so that we can take steps to improve them. Monitoring complaints is a valuable way for us to identify any areas for improvement. If you wish to make a complaint you can do so either by **email**, **live web chat**, **phone** or a **face-to-face appointment** with a member of our staff.

## Compliments

It's always good to know when we get things right, so let us have any positive feedback too.



We are still recruiting for our new **Virtual Scrutiny Panel**. Please let us know if you'd like to get involved in this or any of our other opportunities by contacting our Customer Experience Team:



Live chat via our website



Email  
[customerexperience@rosebery.org.uk](mailto:customerexperience@rosebery.org.uk)



Visit our website  
[www.rosebery.org.uk](http://www.rosebery.org.uk)



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