



CLYDE VALLEY
HOUSING
ASSOCIATION

CVHA

Customer Engagement

Your Guide to Getting Involved

Welcome

Welcome to a summary of the opportunities available to you as a CVHA customer and how you can engage with us.

We want to ensure we provide a range of ways in which you can engage with us and how you take part in decision-making processes and influence Housing Policy and Service Improvement.

We want to make it as easy as possible and offer a range of methods so that you can decide on how you would like to get involved.

Our Customer Engagement Plan covers three main aims

Aim 1 Identify ways to better utilise available data sources to build a profile of customers and develop a more individualised approach to engagement

Aim 2 Raise awareness of customer engagement opportunities through communication to CVHA members, customers, factored owners and others

Aim 3 Increase the number of customers getting involved and accessing opportunities to participate and influence CVHA policy and service delivery



Shareholder Member

Any customer of CVHA can become a Shareholding Member and has the right to stand for election to our Board. We encourage every customer to become a Member to ensure we are represented by the people and areas we service and to encourage greater participation in our activities.

As a Member you are entitled to:

- Attend the Annual General Meeting (AGM)
- Stand for election as a Board Member
- Influence the running of the Association

To join, all you have to do is complete our simple membership form and pay £1. On approval you will receive a lifetime share in CVHA for as long as you are a customer.

To request a membership form this can either be downloaded from our website;

- [request.pdf \(cvha.org.uk\)](#)
- or be requested by phoning into our Contact Centre

Board Membership is open to all CVHA customers.

If you are interested in finding out more about what is involved in becoming a Board Member and how to apply please contact us on 01698 268 855 or email cvha@cvha.org.uk and ask to speak to a member of the Corporate Team.

CVHA Customers are also welcome to attend Board Meetings as observers for non-confidential business. Meetings are held within our Scott Street Office, Motherwell. Dates of scheduled meetings can be found on our website along with previous agendas and minutes [Board Share Membership and Meetings \(cvha.org.uk\)](#).

CVHA Board Member

Customer Panel Member

Joining the Customer Panel is open to all customers of CVHA

The purpose of our Panel is to ensure that CVHA provides housing services that are of the highest standards to our customers and the communities where we have homes

The Panel will do this by:

- Reviewing housing service delivery and performance by looking at data provided
- Review policies and procedures and provide scrutiny
- Provide feedback and recommendations on how housing services can be improved

Our Panel meets every couple of months at our office space in Motherwell, if you are interested to find out a bit more about our Panel you can review documents on our website or ask to speak to a member of our Wellbeing Team who can have an informal chat with you around what is involved.

[Join our Customer Panel \(cvha.org.uk\)](https://www.cvha.org.uk)

Complaints

We value all feedback and use the information to help improve our services. If something goes wrong or you are dissatisfied with our services, please contact our staff as a first point of call to resolve the issue. If you are unhappy and feel this has not been dealt with you have the right to make a complaint.

We have a robust complaints procedure in place, all complaints are initially dealt with as Stage one and should be resolved within 5 days. All Stage 2 complaints are dealt with in 2 days.

All complaints can be made either in writing to CVHA or directly to any staff member who can record the complaint for you. For our full complaints handling process please see our website [Customer Complaints \(cvha.org.uk\)](https://www.cvha.org.uk).

Transactional surveys for feedback

We carry out transactional surveys following key interactions you have with us, such as following a repair or closing a complaint. We measure how well we have done against our 6 Customer Promises.

These surveys are not compulsory to complete but they do provide useful information on how well we have done. Any dissatisfaction recorded will trigger an alert to our team who can follow up on your interaction with the aim to resolve any ongoing issue.

Customer satisfaction survey

We undertake an annual Customer Satisfaction Survey. This is carried out using a representative sample and is administered independently by our research partners. This provides us with an ongoing, annual measure of customer experience and gives us customer insight across a whole range of service areas, allowing trends and changes to be analysed over the years.

Survey evaluations for funding

CVHA actively seek funding to support our customers, this ranges from financial support to physical items. In order for us to continue to seek funding we require feedback on what difference the support has made. If you receive any additional support from CVHA, we will ask for feedback either in the form of completing a short survey or speaking to one of our Team. Whilst this is not compulsory to complete, your feedback is valued as it allows us to better understand your needs and where we should be targeting our resources.

Consultation

The Association will consult you on any significant policy changes or matters concerning the standard of service offered. We will always consult with you regarding any review of rent increases. We will invite customers to participate by creating focus groups, issuing surveys and offering online and in person drop in sessions.

Community Events

CVHA offers drop in sessions within community venues to allow opportunities to speak to staff face to face in an informal setting. At some of these events we will team up with other community organisations to offer a range of services and staff for customers to talk to.

All community events happening will be advertised on our Website, Facebook page, e-bulletin and through bulk text.

Keeping Customers Informed

We will keep our customers updated through bi-annual newsletter, monthly e-bulletins, website, Facebook, Twitter, bulk text, and Community Engagement Events. You can phone/email into our Contact Centre to speak to a member of staff if you are unsure of anything that is being asked or looking to clarify information.

You can review our customer engagement calendar on our website
[CVHA customer engagement workshops and events](#)

Please call 01698 268 855 or email cvha@cvha.org.uk if you would like to receive any of our information by email or in another format such a different language, large print, Braille or audio.