



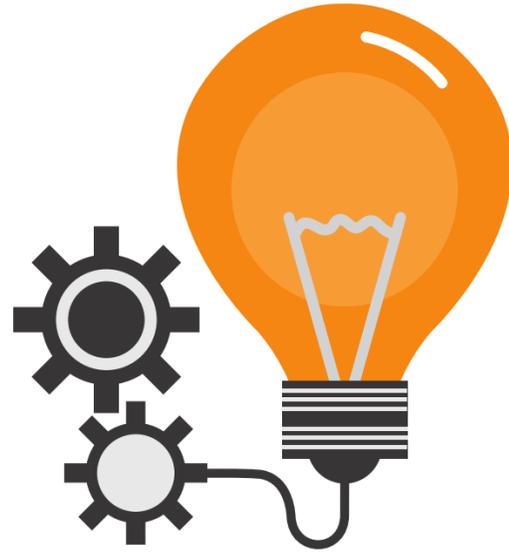
CLYDE VALLEY
HOUSING
ASSOCIATION

Customer Wellbeing Hub

Our Aims



Build and develop partnerships within local communities where we have homes



Create and develop approaches to tackle a range of social, health, and financial inequalities and promote positive tenancies



Enhance and develop a range of opportunities for customer engagement and participation

Who we are



**Lee
Valantine**

**Customer
Service
Manager**



**Vaila
Whittall**

**Senior
Community
Development
Officer**



**Frances
Stewart**

**Community
Connector**



**Carol Patterson
Carol Cunningham**

**Income Maximisation
Officers**

What we are here to do



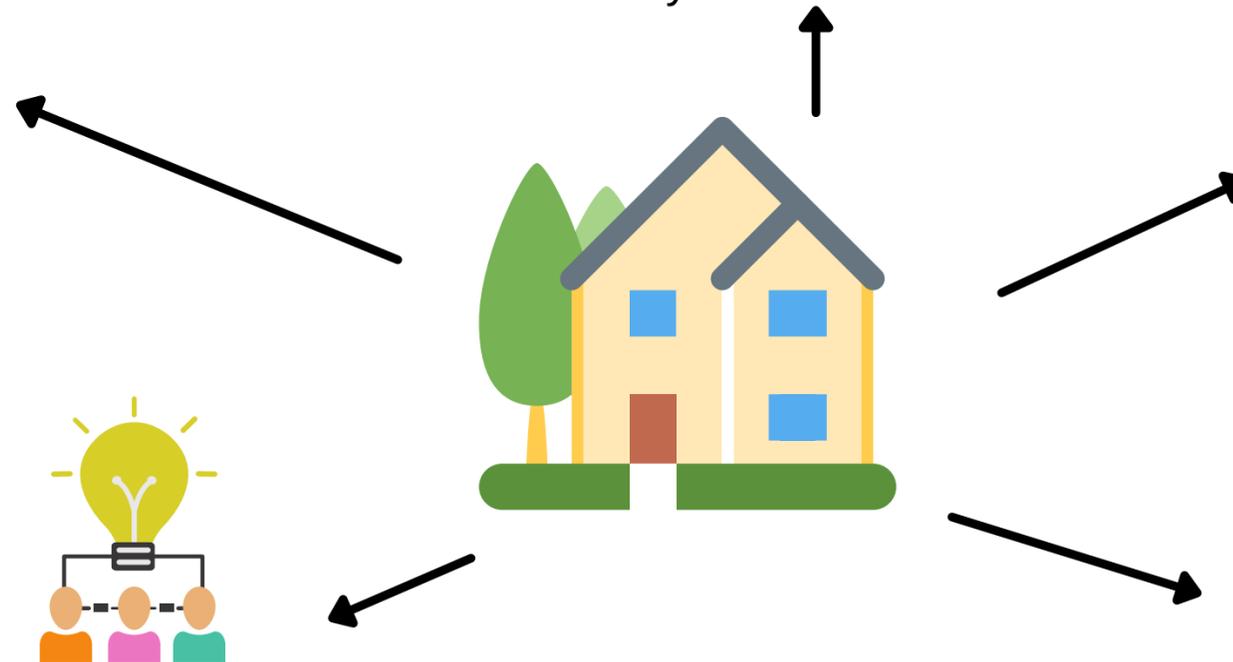
Work in partnership with the local community, local authorities and third sector organisations to tackle digital exclusion, fuel poverty, health inequality and look at employment opportunities, training and education



Look at service improvement within Clyde Valley based on insight, engagement and feedback we receive from you



Identify and work with individuals and families to improve digital inclusion, skills, confidence and supporting people to become more connected



Increase the opportunities around how you can engage with us and make sure there are opportunities for you to influence decision making at a level that suits you



Develop and increase partnerships and networks to improve our customer offering around wellbeing. Ensuring individuals and families have access to a range of resources and support

Contact us



Please don't hesitate to contact us if;

- You would like to know more about what support services we can offer you
- If you are keen to participate in any of our engagement opportunities but don't know where to start
- You have any suggestions or feedback as to what work you would like us to be carrying out
- You work within the local community and are keen to develop a partnership scheme with us

You can contact us via cvha@cvha.org.uk or call 01698 268 855 and ask for Vaila or Frances

**Develop - create - innovate - partnerships - customer focussed - participation - quality of life
customer service excellence**