

# GETTING INVOLVED



# Have your say



Your input and feedback are really important to us as they help shape our processes and decisions. This is why we're always looking for new ways for you to get involved and share your views. Here are some of the ways you can have a say in your home and our services.

## Individual

The opportunity to give feedback on your home and personal experience of our services.



### Telephone interviews:

The chance to have a conversation and provide feedback over a telephone call.

### Feedback surveys:

This could be anything from giving us feedback on our website or sharing your thoughts on a service we provide.

### Your Voice register:

Join our list of customers who have expressed an interest in our engagement activities. You'll be the first to hear about opportunities to get involved.

## Local

The opportunity to have a say in what happens in the neighbourhood, estate, or scheme you live in.



### Green Team:

The opportunity to give feedback on grounds maintenance in your area.

### Resident Community Inspectors

An opportunity for residents to carry out regular checks on communal areas and communal parking areas where they live.

### Focus groups

The chance to meet with Saxon Weald to discuss particular services or improvement programmes.



## Strategic

The opportunity to influence our policies, service design and strategic planning and to hold us to account for our performance.



### Task and Finish groups:

Consultations focused on a specific topic, policy or service area which run for a limited amount of time. You will give an independent customer view of how our services can be improved and delivered.

### Customer representation on our Board:

We recruit customer Board members as needed so that we have resident representation on our Board.

### Policy Review group:

Have a say in Saxon Weald's policies. We'll send you an e-mail every time a key operational or customer facing policy is due to be reviewed, or when we are bringing in a new policy.

## Registering to be involved

Saxon Weald aims to be an open, inclusive and diverse organisation, with all customers treated fairly and without discrimination. We actively encourage groups that may be underrepresented or harder-to-reach to get involved and expect that all customers involved in engagement activities will promote equality and welcome participants from all backgrounds and communities.

If you're keen to have your say, please fill out the form on our website:

[www.saxonweald.com/your-voice/getting-involved](http://www.saxonweald.com/your-voice/getting-involved).

Alternatively, please email: [your.voice@saxonweald.com](mailto:your.voice@saxonweald.com).

We'll keep your details on file and get in touch with opportunities to get involved.





Should you require a large-font, braille, audio or OpenDyslexic font version of this document, please contact: [marketing@saxonweald.com](mailto:marketing@saxonweald.com).

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