

# menu of options

## Would you like to be involved?

To help you decide we've provided some examples on the type of services that may be of interest to you.

- |                                       |                          |                       |                          |
|---------------------------------------|--------------------------|-----------------------|--------------------------|
| Neighbourhoods & Grounds Maintenance  | <input type="checkbox"/> | Letting of properties | <input type="checkbox"/> |
| Tackling ASB                          | <input type="checkbox"/> | Retirement Housing    | <input type="checkbox"/> |
| Repairs to your home                  | <input type="checkbox"/> | Customer Services     | <input type="checkbox"/> |
| Rent Income                           | <input type="checkbox"/> | Engaging Communities  | <input type="checkbox"/> |
| Property & environmental improvements | <input type="checkbox"/> | Social Media sessions | <input type="checkbox"/> |

See below for details of the opportunities available, please tick your area of interest.

Title	Description	Your time commitment	Interested?
<b>Light Bite</b>	1. Basic information on customer engagement opportunities	Half an hour chat with officer from Ongo Homes	<input type="checkbox"/>
	2. Becoming a Tenant Shareholder	Yearly at the AGM (or as & when required)	<input type="checkbox"/>
<b>Main Course</b>	<p><b>Become part of a group that works in Partnership with us on a regular basis:</b></p> <ol style="list-style-type: none"> <li>1. Resident Associations or Community Groups</li> <li>2. Tenant Inspectors, Mystery Shoppers &amp; Green Inspectors</li> <li>3. Leaseholders Forum</li> <li>4. Retirement Living Panel</li> <li>5. Community Voice</li> <li>6. Maintenance Panel</li> <li>7. Residents Scrutiny Panel</li> <li>8. Complaints Monitoring Panel</li> <li>9. Equality Diversity &amp; Inclusion Group</li> <li>10. Tenant Board member</li> <li>11. Publications Panel</li> </ol>	Meetings held monthly, quarterly or half yearly	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>Side Dishes</b>	<p><b>One off involvement:</b></p> <ol style="list-style-type: none"> <li>1. Focus or Consultation group</li> </ol>	Occasional input	<input type="checkbox"/> <input type="checkbox"/>
<b>Desserts</b>	<p><b>Short term involvement:</b></p> <ol style="list-style-type: none"> <li>1. Task &amp; Finish group</li> </ol>	As and when required	<input type="checkbox"/>

Please return the completed form to the address below or fill the form in online at [www.ongo.co.uk/ongo-homes](http://www.ongo.co.uk/ongo-homes) or use the My Home app

Contact Customer Engagement  
by email  
[customer.engagement@ongo.co.uk](mailto:customer.engagement@ongo.co.uk)  
or telephone 01724 279900

Are there other ways you would be interested in getting involved? (please provide details)

How satisfied are you with the overall service provided to you by Ongo Homes?

Very satisfied  Satisfied  Dissatisfied  Very dissatisfied  No opinion

Name

My telephone number is

(home)

(mobile)

My e-mail address is

Address

Date

What is your preferred method of contact?

Phone  Letter  Email  Text

**Customer Engagement**

Ongo Homes Ltd

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## Data Protection

We will deal with all your information in line with data protection laws, our data protection policy and any privacy notice in place from time to time. Our privacy notices and data protection policy are available to view on the website or we can send you a copy.