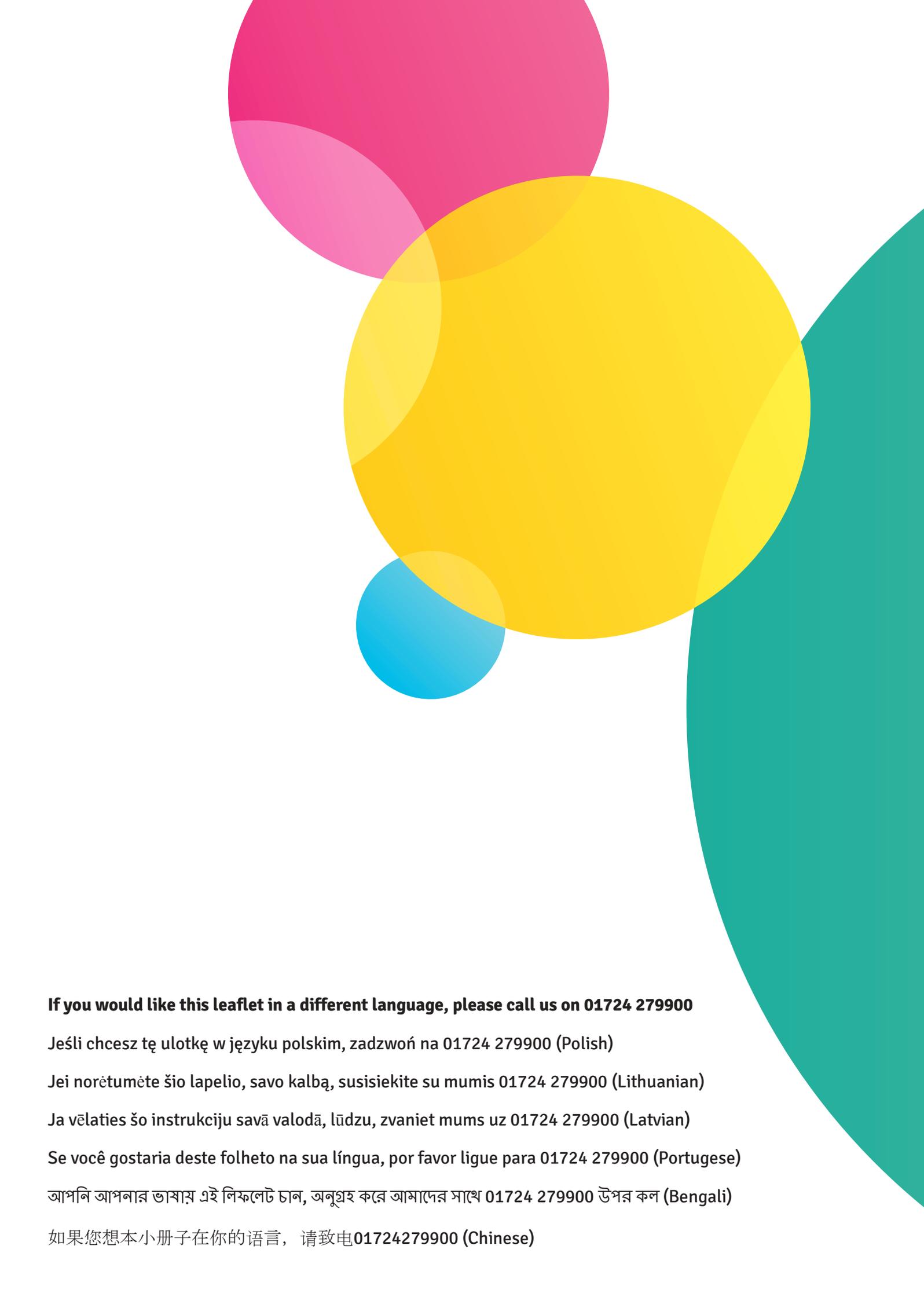




Customer Engagement Handbook





If you would like this leaflet in a different language, please call us on 01724 279900

Jeśli chcesz tę ulotkę w języku polskim, zadzwoń na 01724 279900 (Polish)

Jei norėtumėte šio lapelio, savo kalbą, susisiekite su mumis 01724 279900 (Lithuanian)

Ja vēlaties šo instrukciju savā valodā, lūdzu, zvaniet mums uz 01724 279900 (Latvian)

Se você gostaria deste folheto na sua língua, por favor ligue para 01724 279900 (Portugese)

আপনি আপনার ভাষায় এই লিফলেট চান, অনুগ্রহ করে আমাদের সাথে 01724 279900 উপর কল (Bengali)

如果您想本小册子在你的语言，请致电01724279900 (Chinese)

Customer Engagement Opportunities

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Section 1

Introduction

Our vision is to create & sustain truly vibrant communities

Hello

Thank you for taking the time to read this handbook. We hope this will provide you with information that will encourage you to become involved in customer engagement activities in the future.

We recognise that excellent services are achieved through the meaningful and active involvement of customers. We want to give all of our customers the chance to tell us what they think about the services they receive and to influence decisions that affect their homes and neighbourhoods. We give a genuine commitment to developing our existing methods of involvement to make sure this continues to happen.

The Tenant Participation Advisory Service (TPAS) has recognised our commitment to engaging and involving customers by awarding our customer engagement service with a national accreditation award. With your help, we want to continue to remain one of the best customer engagement services in the country.

If you are interested in any of the involvement opportunities available then you can complete the Menu of Options form in just a few clicks using the My Home app, or find it at the back of this handbook. You can also talk to us using our Live Chat feature on our website or you can complete our online contact form and a member of the Customer Engagement Team will get back to you.

You can also contact the team direct by emailing customer.engagement@ongo.co.uk, or call us on 01724 279900.

If you have any specific needs such as large print, Braille, translation, audio or you require any other form of support then please let us know.

So don't delay, get involved today. Your views and opinions do count and your involvement can make a real difference to our services and to your community.

Why get involved? What's in it for you?

Getting involved and participating is an important way for individuals to get their views heard and to influence decisions which affect their homes and local communities.

Being involved brings lots of rewards:

- Recognition for your work from your own community and from Ongo
- A sense of achievement by having a say and influencing decisions affecting your home and community
- The opportunity to learn new skills and increase knowledge, at a pace and level of your choosing

- You can meet like minded people and make new friends

Customers should all have an equal opportunity to become involved regardless of their situation. It's important to us that you're not out of pocket as a result of attending meetings or other activities (e.g. conferences or training events). We will cover expenses for travel and other reasonable costs to encourage you to get involved.





What can I do now?

Find out more about the opportunities available by reading through the information in this booklet and completing the menu of options form on the My Home app in just a few clicks, or at the back of this handbook, if you'd like to register your interest.

If you fill in the form using My Home, it will be sent to us instantly. Alternatively you can use the online contact form, or Live Chat feature available at www.ongo.co.uk, or email us directly at customer.engagement@ongo.co.uk. You can also call us on 01724 279900.

Meet the Customer Engagement Team

We know that it's important you find an opportunity to do things you enjoy; being involved works best if you are happy knowing your contribution has been recognised and made a difference. We also recognise that sometimes there are things that might make it a little more difficult for you to take part, so we offer support to all our volunteers.

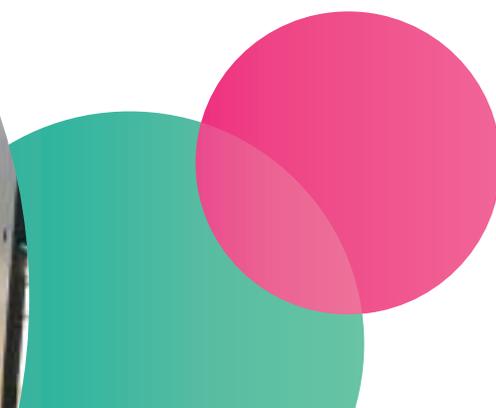
We have a dedicated Customer Engagement Team who provide help, advice and support to any customer who wants to be involved in working in partnership with us to influence decisions and improvements to our homes and communities.

For example we offer ongoing support when a group of residents want to set up a residents association or community group.

community group at the early stages include:

- Finding a venue for meetings and producing leaflets to advertise them
- Providing administrative support for producing agendas, minutes of meetings and newsletters
- Providing useful contacts for other agencies and staff that can help your group, e.g. Ongo Homes Officers and partners such as the police and the local council
- Training and support to help the group get established
- Help with transport or childcare costs to attend meetings

For more information, please see our guide to setting up and running a residents association or community group available from our website www.ongo.co.uk/ongo-homes.



Section 2

How can you be involved?



There are many ways in which you can get involved and while resident associations or community groups are the most popular form of involvement there are a range of other options which may be more suitable for you.

Examples of the involvement opportunities

Resident Associations or Community Groups

A residents association is a group of people living in a neighbourhood who want to improve the quality of life within their community.

A residents association or community group work to promote the interests of all residents and bring local communities together. Working together as a group to improve the neighbourhood and it's environment is a great way to meet your neighbours, share your concerns and create community spirit.

There are many reasons why people may wish to get together to form a group:

- To campaign for something – e.g. better grass cutting service, activities for youngsters, better parking facilities
- To campaign against something – e.g. new housing policies, closure of community facilities
- To increase community spirit by holding social events and meeting people - e.g. coach trips, coffee mornings, fun days etc.
- To make sure the community is informed of issues that may affect them

Ongo Homes has a responsibility to ensure that groups are being truly representative of the

community they represent. We need to ensure that the right level of resources and support are available to Resident Associations and Community groups so they can operate effectively. A recognition criteria provides guidance on how Resident Associations and Community Groups should operate. Copies of the criteria are available upon request and can be found on our website www.ongo.co.uk/ongo-homes

Community Voice

Community Voice is the main constituted tenant umbrella group that is supported by Ongo Homes. This group works in partnership with us to make decisions on operational and customer facing issues that help make improvements to housing and local communities. Community Voice meetings usually take place on a monthly basis in a formal meeting setting. The membership of the group is open to all Ongo Homes Tenants and Leaseholders.

Time commitment - meetings are held for three hours every month.



Tenant Board Members

Being a Board Member is of huge importance to Ongo Homes as the most important role a tenant can have in the involvement of making strategic management decisions acting on the best interests for the future of the company.

Time commitment - meetings are held for two and half hours every month.

- Green Space
- Surveys

Being a tenant inspector means you have the opportunity to get involved in all aspects of the work or you may prefer to just be a Mystery Shopper. You can choose the way that suits you best.

Residents Scrutiny Panel

The Scrutiny Panel consists of a group of residents that carry out detailed investigations into all aspects of Ongo Homes services (from a customer perspective). The group uses a variety of different methods to find out the 'nuts and bolts' of a service area and then uses the information gained to highlight good practice and recommend improvements needed.

Time commitment - meetings usually last for three hours and the frequency of meetings increases during an investigation. Additional time commitment will be required for carrying out research, interviewing, surveys, training etc. This depends on the nature of the work involved for each investigation.

Time commitment - meetings take place every two months and normally last one and half hours.

Tenant Inspectors

Tenant Inspectors are volunteers who carry out reality checks on our services. Some of the inspections they can be involved with include:

- Acting as Mystery Shoppers
- Estate inspections
- Empty homes visits



Complaints Monitoring Panel

The complaints monitoring panel is made up of volunteers who focus on how Ongo Homes deal with complaints. The group work as a team to analyse how complaints have been processed and dealt with, checking for themes and trends in order to influence whether the actions and procedures should be carried out differently.

Time commitment - meetings take place for two/three hours every three months.

Equality Diversity & Inclusion Group

This is a partnership group of staff and volunteers who are responsible for making sure all Ongo's staff and customers are treated fairly and appropriately, and that everyone has equal access to quality services and involvement.

Time commitment - meetings take place for two hours every three months.

Maintenance Panel

Volunteers are involved in this panel to ensure that the Ongo Homes maintenance (repairs) service meets the needs of its customers. The panel invite customer representatives to the meetings to share their experience on work recently carried out to their home. The panel also influence improvements to the way in which the repairs service is delivered.

Time commitment - meetings take place for two hours every two months.

Publications Panel

Ongo Homes provides information and updates in the tenants' newsletter, Key News, and other documents which are available to all our customers. This panel involves volunteers in developing and deciding articles, checking communications are user friendly, easy to read and are free from jargon.

Time commitment - meetings will vary depending on the timescales set out for our publications.



Leaseholder Forum

This is a group of leaseholder representatives who come together regularly to discuss common issues such as service charges and planned major works.

Time commitment - meetings are held for two hours every three months.

Retirement Living Panel

This panel represents the views of tenants living in our retirement schemes. They influence decisions and agree on consultation methods to help improve the quality of lives for those living within the schemes.

Time commitment - meetings are held for two hours every three months.

Focus/Consultation Groups

We regularly use focus groups to gather views and opinions on a specific area of the Ongo Homes services.

The group can be a one off meeting to discuss a dedicated topic. This would normally include a small group of customers and one or two Ongo

Homes officers. Customers are encouraged to put forward their own personal views on the topic in question. For example, people who have recently been allocated an Ongo Homes property are able to influence the standard and condition of future homes that are made available to let.

Time commitment - these meetings are usually held as and when required and would last for a period of two hours.



Task and Finish Groups

These groups hold meetings to discuss a specific topic with the aim of providing solutions to help improve a particular service. The group would require short term involvement over a few weeks or months from customers who are willing to share their opinions.

Time commitment - these meetings are usually held as and when required and would last for a period of two hours.

Surveys

We use a variety of written, telephone and electronic surveys to get views about a range of issues that affect customers' homes and communities. We use the comments to improve and develop services and to plan the best use of our resources. Surveys are a cost effective and convenient method for you to give your views from the comfort of your own home.

Social Media Communication

We consult with customers in various ways and have provided details in this booklet on the different groups you can be involved with. Other methods of communication we use to promote

information or obtain views from our customers can be done by using social media, e.g. twitter and facebook. Regular information will be sent out and we want to encourage you to join in with conversations and share your views or opinions.

Training

We can provide training to obtain basic computer skills or if you want to learn more about using social media, e.g. twitter, facebook. For more information you can use our online contact form and a member of the Customer Engagement Team will get back to you.



Section 3

Funding for local communities



Ongo Homes helps support community groups to apply for funding. We can help you prepare information and submit funding applications or we will signpost you to organisations who can do that for you.

Grants that Ongo Homes directly provide include:

Start Up Grants for Resident Associations & Community Groups

A Start Up grant is given as a one off payment to all new resident associations and community groups to help with the cost of getting the group up and running. The grant is to pay towards items such as advertising leaflets and venue hire.

To qualify for this grant the following criteria needs to be met:

- The group should be willing to represent views of all tenants and residents living within an agreed geographical boundary area. The area they represent will be detailed in a constitution developed in partnership between the group and the Customer Engagement Team
- Support is provided from Customer Engagement for a period of 6 months to help a group to become established and the committee developed in their roles
- The group must adopt a formal constitution that is recognised by Ongo and members must sign up and abide by our Volunteers Code of Conduct
- A bank account for the group to be opened containing 3 different signatures on the account (which must be from different households)

Annual Grants for Resident Associations & Community Groups

The annual grant is for established resident associations and community groups to help with their running costs for venue hire, stationery, leaflets and advertising.

The amount of grant available depends on the number of Ongo Homes properties covered by the group.

This grant is in addition to individual groups raising their own funds.

To qualify for this grant, the following criteria needs to be met:

- The group must hold an Annual General Meeting (AGM) and the group's accounts have to be audited prior to the meeting taking place
- The election of the officers and committee as stated in their constitution



If you want more information then please:



Try our online Live Chat feature to speak to an advisor, or complete our online customer contact form.

www.ongo.co.uk



email

customer.engagement@ongo.co.uk

You can talk to us on our social media channels too



facebook

facebook.com/OngoHomes



twitter

[@ongouk](https://twitter.com/ongouk)

“Get involved,
make a
difference”



You can also phone us on 01724 279900, or write to us at Ongo Homes, Ongo House, 26-30 High Street, Scunthorpe, North Lincolnshire, DN15 6NL

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?
Light Bite	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"/>
Main Course	Become part of a group that works in Partnership with us on a regular basis: <ol style="list-style-type: none"> 1. Resident Associations or Community Groups 2. Tenant Inspectors, Mystery Shoppers & Green Inspectors 3. Leaseholders Forum 4. Retirement Living Panel 5. Community Voice 6. Maintenance Panel 7. Residents Scrutiny Panel 8. Complaints Monitoring Panel 9. Equality Diversity & Inclusion Group 10. Tenant Board member 11. Publications Panel 	Meetings held monthly, quarterly or half yearly	<input type="checkbox"/> <input type="checkbox"/>
Side Dishes	One off involvement: <ol style="list-style-type: none"> 1. Focus or Consultation group 	Occasional input	<input type="checkbox"/>
Desserts	Short term involvement: <ol style="list-style-type: none"> 1. Task & Finish group 	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 or use the My Home app

Contact Customer Engagement
by email
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

Ongo House • 26-30 High Street
Scunthorpe • North Lincolnshire
DN15 6NL

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.



