

A guide to  
**Getting  
involved**

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# As our customers, you are the best people to help shape our services and tell us what we do well or how we can improve.

**Working with us will help us to improve our services and the quality of life for our customers, and you could learn a new skill.**

## Why get involved?

Getting involved can improve your employment prospects as well as help us to improve our services. If you choose to get involved, you'll gain in all sorts of ways.

It's a great way to:

- help improve your local community
- meet your neighbours and make new friends
- learn new skills and improve your employment prospects
- get full training and accreditation for the work you do
- possibly get a work placement opportunity in one of our service departments
- meet and work with us to improve our services.

## How do I get involved?

If you're a resident, it's easy to get involved and there are lots of interesting and rewarding ways you can do this at a level that suits you, depending on the time you can spare and what you'd like to do. You can:

- take part in residents' associations and forums
- become an Estate Inspector
- join one of our service improvement groups
- help us with our customer surveys
- apply to the Neighbourhood Improvement Fund for money to make small-scale improvements to shared areas of your estate
- take part in one of our training courses - for example, a one-day course, weekly training session or career development workshop (find out more about our training opportunities on page 3).

You can also simply give us feedback by responding to one of our telephone or postal surveys.

**We run a variety of activities from our offices and within the local community. There are even opportunities to get involved from the comfort of your own home.**

### **Group-wide opportunities**

By getting involved at a group-wide level, you can make sure that customers get a chance to share their views and help make decisions about how we are run.

### **Customer Services Committee (CSC)**

The Customer Services Committee (CSC) is your opportunity to influence our organisation by providing experience, scrutiny, expertise and insight to our Group Board on improving our frontline services. We promote CSC membership to all customers and recruit regularly online and in our local community centres.

### **Local groups**

We support local estate and community groups who work together across a wide range of our schemes to represent the views of their local estates and neighbourhoods. Some are formally-recognised associations and forums while others are small and informal groups.

### **Residents' associations and forums**

We can provide funding and training to customers who want to set up local neighbourhood forums or committees. These are groups of customers who meet to discuss and raise local issues with us and other agencies, such as the local council and police. The activities of a group depends on its members and they may decide to get involved in activities such as fundraising, street parties, estate improvement activities and customer satisfaction surveys.

### **Local area forums**

Local area forums are regular meetings to discuss local issues and service improvement. Some forums have developed into local voluntary and community partnerships that deliver community projects and involvement activities in partnership with us, as well as produce their own local newsletters.



### **Monitoring services**

Become part of our quality assurance programmes. Customers are trained to monitor and inspect services, the quality and standard of our communications, our contractors and products, and report back from a customer's point of view. We use this information to improve our services and those of our contractors.

### **Become an Estate Inspector**

Estate Inspectors visit a variety of neighbourhoods, inspecting the quality of the cleaning, gardening and maintenance services provided to those areas. Estate Inspectors help to manage and improve the performance of the estate contractors, and could earn £20 shopping vouchers per inspection completed. Estate Inspectors do not inspect the estate they live in.

### **Help us to conduct surveys with customers**

We use online, email, phone and written surveys to see what you think of our services. Customers conduct the surveys on our behalf in partnership with our own survey teams.

### **Make a difference to your surroundings**

Apply to our Neighbourhood Improvement Fund (NIF). This is a pot of money available to customers to make small-scale improvements to the shared areas of their estate. Applications are reviewed by a panel of customers who decide which projects we can fund.

## Service improvement groups

Join one or more of our service improvement groups if you have lots of ideas and a view on how we can improve the services we provide. Customers join a specific group or groups, such as housing services or supported housing improvement, and work alongside staff to offer the customer viewpoint.

The dates of our various service improvement group meetings are on our events calendar: [www.a2dominion.co.uk/events](http://www.a2dominion.co.uk/events).

### Housing Services Improvement Group (HSIG)

This group looks at how we let and manage your tenancy. This includes how we can improve our services in the following areas:

- Dealing with antisocial behaviour
- Letting our properties
- Income, including how we deal with welfare benefit changes including bedroom tax and universal credit
- Estate Services including our cleaning and gardening services.

### Property Services Improvement Group (PSIG)

The group looks at ways to improve our property services, from how to report a repair to repair response times and planned maintenance.

### Supported Housing Improvement Group (SHIG)

Tell us how we can improve all aspects of the service we give to customers who need extra care and support.

### Leasehold Services Improvement Group (LSIG)

Join the group and let us know how we can improve all aspects of our leasehold services, from how we work out service charges to setting our customer service levels.



### Support we can offer you

- free and accredited training opportunities
- reimbursement of any reasonable travel and childcare expenses
- improved CV
- future job opportunities
- progression within A2Dominion (Customer Services Committee)

### Training opportunities

Our training courses aim to build your confidence, provide you with new skills and improve your knowledge of community development. Most of our courses are accredited, which means that your learning will be formally recognised.

## Information and forms available on our website

There is a section of our website dedicated to getting involved at: [www.a2dominion.co.uk/getinvolved](http://www.a2dominion.co.uk/getinvolved)

Dates of our service improvement group meetings are on our events calendar: [www.a2dominion.co.uk/events](http://www.a2dominion.co.uk/events)

Neighbourhood Improvement Fund (NIF) application form: [www.a2dominion.co.uk/nif](http://www.a2dominion.co.uk/nif)

Full list of our service standards: [www.a2dominion.co.uk/servicestandards](http://www.a2dominion.co.uk/servicestandards)

## Contact us

### Online:

[www.a2dominion.co.uk/getinvolved](http://www.a2dominion.co.uk/getinvolved)

### By email:

[customer.services@a2dominion.co.uk](mailto:customer.services@a2dominion.co.uk)

### By phone:

0800 432 0077

### Follow us online:

[www.facebook.com/a2dominion](https://www.facebook.com/a2dominion)

[www.youtube.com/a2dominion](https://www.youtube.com/a2dominion)

### In person or in writing:

To one of our main or local offices. For a full list of our offices, go to [www.a2dominion.co.uk/contact](http://www.a2dominion.co.uk/contact)

### Opening hours

**Our phones are answered:**

Monday to Friday: **8:30am to 5:30pm**

**Our main offices are open:**

Monday to Thursday: **8:30am to 5:30pm**

Friday: **8:30am to 5pm**

## Translations

We will consider requests for translations into other languages and formats, including large print, audio and Braille.

My Account is the easy way to manage your A2Dominion account online.

Check your statement, request repairs and view your repairs history online, any time.

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