

Getting Involved



Getting involved with CCHA is a great way to meet new people, learn new skills and do something worthwhile. You'll also help your local community and help us improve our services to you.

By getting residents involved and giving you the opportunity to influence our services, we believe we can increase satisfaction levels and put some power back in your hands.

Getting involved allows you to work with us to ensure our services meet your needs, whilst gaining new skills and growing in confidence. We will continue to offer a variety of initiatives for you to engage with, which will be reviewed and tailored regularly, making getting involved easy.

How do I get involved?

We want to hear your views and ideas. We know that your time may be limited, so you can choose to get involved in any of the following ways:

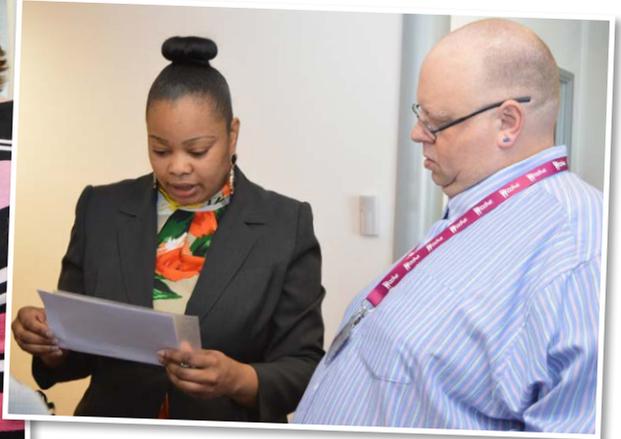
- We seek to recruit residents to our **Board** to make a positive contribution and take on an ambassadorial role on behalf of all residents. All residents will be formally notified when a vacancy arises.
- Join our **Resident Scrutiny Panel** and take an active role in the internal audit process, where you will gain access to information on our performance, resident satisfaction and service reviews.
- Join our **Resident Consultation Group**. Membership enables you to select the service areas you wish to be consulted on and the methods that suit you best.
- Become a **mystery shopper** – do you fancy going undercover? Why not become a mystery shopper? In this role, you can test our services via telephone, email or visiting our offices.
- Look out for **Resident Action Days** at your schemes. We arrange an annual programme of Resident Action Days at schemes where residents have expressed lower satisfaction. We visit your scheme to meet you face-to-face to discuss the issues raised and make improvements.
- Attend our annual **Residents' Open Day** to give you the opportunity to hear our key objectives for the coming year and meet staff and contractors in all departments.



continued overleaf...

“GETTING INVOLVED ALLOWS YOU TO WORK WITH US TO ENSURE OUR SERVICES MEET YOUR NEEDS”





What difference will it make?

Our aim is to provide you with quality homes and services. We cannot do this without involving you at every level and taking the action you want to see.

We regularly review what you are telling us about our services. We make direct changes as a result of this.

We aim to let you know about these changes by providing feedback through the post, through our newsletter and on our website.

Want to know more?

If you would like to know more and/or would like to register your interest in becoming involved, please contact us by:

Telephone: **020 8633 8736**

Email: **CIteam@ccha.biz**

Website: **www.ccha.biz**



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**“WE ARE
WORKING
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