



Customer Involvement

your influence & more

Get Involved!

At Trust we believe tenants should have high quality housing and services, that meet their needs and expectations. It is therefore very important that tenants get involved to have their say and influence what happens across Trust. This leaflet shows you how.

Trust wants everyone to be involved at whatever level feels comfortable for you. You can choose from:

Governance

- be elected onto the **Trust Board** or become a Trust member
- come to the **Tenants' Conference and AGM.**

Scrutiny

- become a **Trust Customer Panel** member – look at Trust's performance and the quality of service Trust delivers, before making recommendations to the Board to improve things.

Consultation

- get involved in consultations – through our **Registered Tenants' Organisations and Focus Groups**
- come along to "**Have Your Say**" sessions and meetings with tenants – tell us what you think!
- fill in **surveys** to tell us your opinions and priorities
- **complain** if you are disappointed by anything we do
- get involved in menu planning (if Trust provides your meals).

Information and Activities

- read and contribute to our newsletter "**Trust Talk**"
- have fun at **local social activities.**

Our Board members and senior managers are always interested in your opinions. Take the chance to meet with them whenever they visit, or contact Head Office to pass on your opinion!

Your most important involvement might be through your **Personal Plan** – have your say about how you want to be supported by Trust staff.

You can also influence what happens in your home – like choosing your kitchen style.

Tenants are also frequently involved in the **recruitment** process for new staff.

Most importantly, take the chance to speak with your local staff – **everyone is here to help!**

Do you have a **Registered Tenants' Organisation (RTO)** locally? If you do, why not get involved by being on the Committee or helping out with anything the RTO organises.

If not – **why not start one up?** Trust staff will help you get going and will support your new RTO to develop.

If you require any further information or guidance please contact local staff or your Service Manager or call 0131 444 1200. Call this number if you would like this information in a different format.

Information correct as of April 2017.