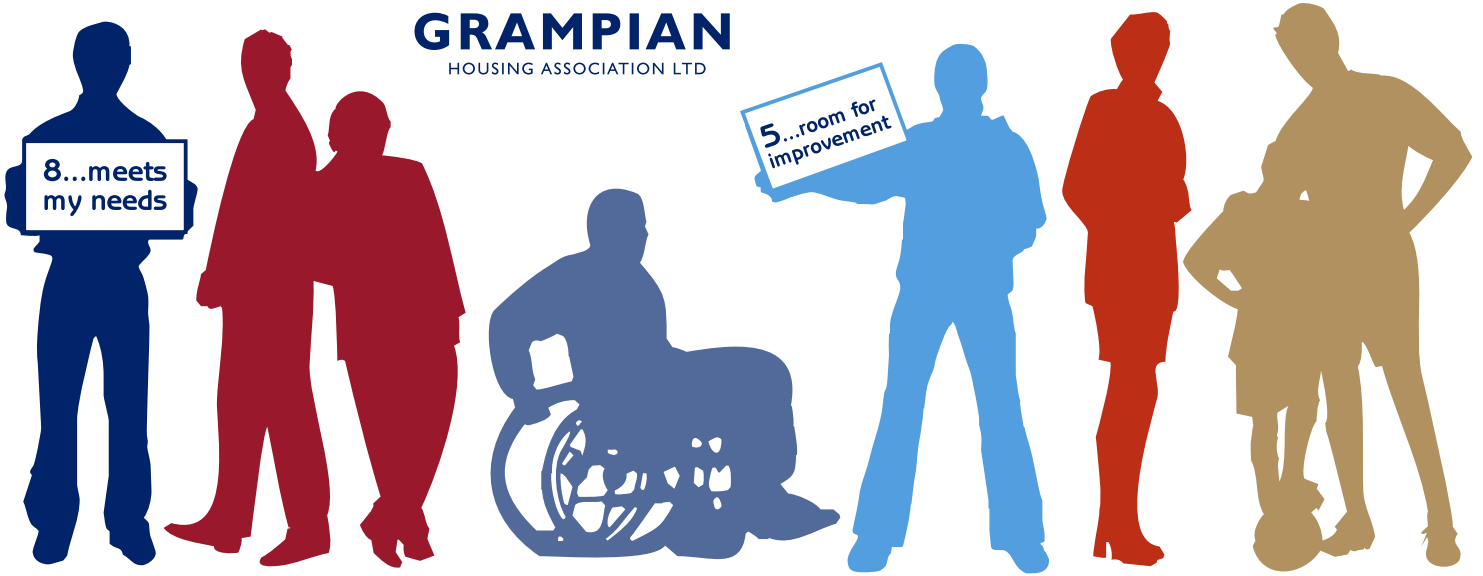




GRAMPIAN
HOUSING ASSOCIATION LTD



Count me in...about the Customer Panel

We want to know whether Grampian Housing Association measures up to your expectations. To help us find out we are inviting you to put your name forward to join our new Customer Panel **Count me in.**

As a member of the Panel you will be able to let us know your views and suggest how services can be improved.

Housing Plus, Community Housing Consultants, have been appointed to recruit and work with panel members.

Interested? Want to find out more? Then complete the tear-off form below and post it back to Housing

Plus (no stamp needed). A representative from Housing Plus will then contact you by phone or letter to provide more information on the Panel. By completing the form you are not committing yourself to joining the Panel.

Over the page we provide answers to some of the questions you may have. However, if you wish to discuss issues in more detail, Housing Plus can be contacted on:

FREEPHONE 0808 100 1354

We hope you will take this opportunity to join the Panel.

I would like to find out more about joining Count me in Grampian Housing Association's Customer Panel

Mr, Mrs, Miss, Ms

Surname

First name

Age group (tick appropriate box)

16-24 years

25-44 years

45-64 years

65+ years

Address

Postcode

PLEASE TICK WHICH OF THE FOLLOWING APPLIES TO YOU:

I am a tenant

I am a sharing owner

I am an owner occupier

Tel (Daytime)

Tel (Evening)

TEAR OFF THIS REPLY FORM AND POST TO HOUSING PLUS BY FRIDAY 1st AUGUST (NO STAMP NEEDED)



Count me in...

About the Customer Panel

Why set up a Customer Panel?

The Panel will enable the views and suggestions of tenants, sharing owners and owner occupiers to be taken into account by Grampian Housing Association. This will help the Association carry out ongoing improvements to standards of service and make sure that it is meeting the needs of customers.

What would I need to do as a Panel member?

You would be asked to take part in four postal surveys a year. Each survey form will ask questions on a range of topics, for example rents and service charges. Most questions will require a 'yes', 'no' or 'don't know' answer and the number of questions will be kept to a minimum so it will not take long to complete. Freepost envelopes will be provided for survey forms to be returned to Housing Plus.

From time to time you may also be invited to join a discussion group with other panel members and Grampian Housing Association staff. This will enable issues to be discussed in more detail.

How long would I be on the Panel?

The Panel will run for an initial period of three years but obviously you will be free to retire from the Panel at any time.



Will my views be treated in confidence?

Only Housing Plus staff, who are independent of Grampian Housing Association, will have access to returned survey forms. All information and comments from individual Panel members will be treated in strictest confidence by Housing Plus.

If I volunteer what happens next?

Housing Plus will contact you by phone or letter to discuss the Panel in more detail. By completing and returning the form you are not committing yourself to joining the Panel.

Looking for further information?

More detailed information on the Customer Panel is contained in the **Count me in** fact sheet. To obtain a copy please contact Grampian Housing Association on 01224 202900 or Housing Plus on FREEPHONE 0808 100 1354.

Grampian Housing, Huntly House, 74 Huntly Street, Aberdeen AB10 1TD Tel: 01224 202900

Email: info@grampianhousing.co.uk

www.grampianhousing.co.uk



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