

# consulting & involving customers



# Consulting & Involving Customers

## Involving Customers

Three Rivers provides a wide range of services to its customers. It is important for us to involve customers in how services are designed, delivered and reviewed so we can deliver what you want.

This section advises you on what our objectives are and how you can become more involved in the design, delivery and evaluation of our services. If you require more information, please contact our Customer Services team on 0191 384 1122.

## Our Objectives

- To provide opportunities for customers to influence Three Rivers' policy making and business planning process of Three Rivers.
- To establish a range of flexible systems to enable individuals, groups and communities to be involved in designing, delivery and evaluation of services.
- To seek to deliver a personalised and responsive service to all customers and provide an effective complaints policy for those unhappy with the service provided by Three Rivers.
- To promote, encourage and support initiatives that provide benefits for the communities that Three Rivers serves, ensuring the provision of sufficient resources, finance, training and expertise to support the work and activities undertaken.
- To establish effective communication and consultation with all customers to provide them with information, advice and assistance on issues and changes that affect their home, environment or personal circumstances.
- To seek to ensure equal treatment for all in the implementation of the involvement policy irrespective of ethnic origin, colour, religion, gender, age or disability and to allow for diversity within the implementation of the strategy.
- To effectively monitor and evaluate the impact of the Customer Involvement Strategy upon communities, service provision and individuals.

## Consultation

We will tell you about any changes or new ways of working that may affect you. This could be a new rent policy or a different way of organising the repairs service. We also want to know what you think before we go ahead with major repairs to your home or neighbourhood. We will inform you about these changes by one (or more) of the following methods:-

- Writing a letter to you giving details of the changes
- Arranging a meeting for all residents living in the neighbourhood
- Visiting your home
- Discussing it with the Tenants' Advisory Committee
- Consulting your local tenants' group
- Regular regional tenants' group
- Arranging one-off focus group meetings

Whichever way you are informed of the proposed changes, you will be given the opportunity to give your views and opinions. We will always consider your views before introducing any changes and advise you of our final proposals.

You will also receive news of changes and other news about Three Rivers via our newsletter.

## Residents' Newsletter

The Three Rivers Residents' newsletter, 'the Bridge', is published quarterly and is sent directly to residents, staff and board members as well as other agencies we work with. It keeps you up to date on what's happening within Three Rivers. You can also view the newsletter on our website ([www.threerivershousing.co.uk](http://www.threerivershousing.co.uk)).

Each year we also publish facts and figures about Three Rivers. So you can see how we are performing as your landlord.

The editorial team is made up of both residents and staff.

## Resident Groups

Three Rivers is keen for residents to be more involved in the running of their homes and estates. For this reason we encourage and assist local residents to set up groups such as Residents' Associations.

Residents' Associations are democratic organisations that allow you as residents to get together either for social purposes or to tackle issues to do with your tenancy, home or estates. They also give you a chance to get to know your neighbours better. If you wish to set up a Residents' Association you can get help, support and a starter grant from Three Rivers.

Please contact our Customer Services Team on 0191 384 1122 to find out where your nearest residents' group is located or if you are about to start one yourself.

## Tenants' Advisory Committee (TAC)

The TAC is an advisory group to the Board of Management. It is made up of Three Rivers' tenants from our schemes throughout the North East. The TAC meets regularly to talk about matters of concern and give their views on Three Rivers' services and policies.

The tenants on the TAC are not there as tenant representatives but as individuals who offer a tenant's perspective. They ensure that the tenants' voice is heard within Three Rivers.

The meetings are friendly and informal and last for about two hours. They are usually held on an evening at our head office in Pity Me, Durham. Travelling and child minding expenses are met by Three Rivers. There are also opportunities for tenants to attend conferences and training events.

If you are interested in the TAC, please contact the Customer Services team and they will explain how you can get involved. You can also attend two or three meetings as an observer so you can see what the TAC is like before deciding whether you wish to become a member.

## Surveys

Three Rivers will send you survey forms to complete from time to time. For example, you will receive a survey form when you have had a repair done to your home or you have had a visit from your Customer Service Officer.

The surveys are used to monitor the satisfaction levels with regards to the various services provided by Three Rivers. The information gathered from the completed surveys allows Three Rivers to decide if changes in policies, procedures and working practices are required.

Contact Customer Services Team  
24 hours a day, 7 days a week and 365 days a year on:

0191 384 1122

## Customer Involvement Panel

The customer involvement panel is made up of Three Rivers' residents who are interested in discussing key service delivery areas but do not want to attend meetings at Head Office. The customer involvement panel is contacted by their preferred method (either by telephone, e-mail or post) not more than once a month.

If you are interested in joining the customer involvement panel, please contact the Customer Services team.

## Interactive Website

Three Rivers has an interactive website ([www.threerivershousing.co.uk](http://www.threerivershousing.co.uk)) that can be accessed 24 hours a day, 7 days a week, 365 days of the year. The interactive website allows you to:

- Express an interest in the various customer involvement activities.
- Submit ideas how Three Rivers can help your local community.
- View our full Customer Involvement Policy.
- Complete on-line surveys - the surveys will cover various issues and will ask for your opinion where Three Rivers is looking to introduce new services, changes in working practices etc.
- View the latest copy of the residents' newsletter.

## Board Membership

Three Rivers' Board of Management includes two tenant members. These members are appointed on an annual basis and have full membership.

## Annual Residents' Conference

Every year we invite all of our residents to attend our Annual Residents' Conference. This is an opportunity to get together in a relaxed social setting to find out more about how Three Rivers is managed, and ways you can get involved and meet other residents.

## Equal Opportunities

Three Rivers is committed to promoting equality and eliminating disadvantage for all our customers and communities irrespective of race, religion, gender, sexual orientation, disability or age.

## Resources

Three Rivers is committed to providing sufficient resources, advice, help and funding to cover the costs of all reasonable expenses which are incurred during involvement activities.

If you want to get involved, please contact our Customer Services on **0191 384 1122**.

## Getting Involved

If you are interested in becoming involved in any of the activities in this leaflet, or if you have any ideas how we can support you or your community, then please complete the form below and return it free of charge to:-

**Three Rivers Housing Group, Freepost DU226, Durham, DH1 5TG**

Your Name:

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Address:

.....

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Tel No:

E-mail address:

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What activities are you interested in becoming involved in?

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Do you have any ideas on how Three Rivers can support you and your community?

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**We can produce this information leaflet in alternative formats and languages.**

**If you would like information in another language or format, or require the services of an interpreter, please contact us on: 0191 384 1122.**

إذا أردت هذه المعلومات بلغة أخرى أو بصيغة أخرى،  
أو إذا كنت بحاجة إلى خدمات المترجم، نرجو الاتصال بنا.

আপনি যদি অন্য কোন ভাষায় অথবা ধরনে এই তথ্য চান, অথবা কোন দোভাষীর  
সার্ভিসেস-এর প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের কে যোগাযোগ করুন।

若您想要此資訊的另一語言版本或另一形式，或者需要傳譯員  
的協助，請聯絡我們。

ਜੇ ਤੁਹਾਨੂੰ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਜਾਂ ਤੁਹਾਨੂੰ  
ਗੱਲਬਾਤ ਸਮਝਣ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੈਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ  
ਨਾਲ ਗੱਲ ਕਰੋ।

اگر آپ کو معلومات کسی دوسری زبان یا شکل میں درکار ہوں، یا  
آپ کو ایک انٹریپرٹر کی سروسز کی ضرورت ہو تو ہم سے رابطہ کریں۔

## Contact Addresses

Head Office - Durham  
Three Rivers House  
Abbeywoods Business Park  
Pity Me, Durham  
DH1 5TG

Open: 9.00am - 5.00pm  
Monday to Friday

Sherburn Road Office  
62/63 Bede Avenue  
Sherburn Road Estate  
Durham  
DH1 2EN

Open: 10.00am - 1.00pm  
Monday to Friday

Hartlepool Area Office  
Central Buildings  
Church Street  
Hartlepool  
TS24 7EB

Open: 10.00am - 1.00pm  
Monday to Friday

## Contact Customer Services Team

24 hours a day, 7 days a week and 365 days a year

# 0191 384 1122

customer.services@threerivershousing.co.uk

Visit our website for more information on [www.threerivershousing.co.uk](http://www.threerivershousing.co.uk)



Awarded for excellence



INVESTOR IN PEOPLE



POSITIVE ABOUT  
DISABLED PEOPLE



business for neighbourhoods