

# Involving our customers



## Why would I get involved with ANCHO?

At ANCHO, we are committed to providing our customers with plenty of opportunities to get involved and to help shape, influence and improve the services we deliver. Your knowledge and understanding of the issues affecting you, your families and neighbours, could be invaluable in making sure we focus our attention and efforts on the things that matter most to you. You can get involved as little or as much as you like, and so we have different levels of involvement to suit your need and the amount of time you may have available.

## What would I get out of being involved?

We offer support and training when you volunteer with us. Plus there are lots of benefits of getting involved:

- Know you're making a difference
- Gain new skills and knowledge to help with employment
- Meet new people
- Learn new things
- Improve your confidence, skills and knowledge.

## How can I get involved?

### We Care Please Share

When you report a repair you will receive a job acknowledgement which includes a 'We Care, Please Share' comments card for you to let us know how well the repair was carried out, and how well you were treated. You can also complete a 'We Care, Please Share' feedback card any time you visit one of our offices, and sometimes you will be asked to complete a 'We Care, Please Share' survey when you telephone us.

### Reading Tenants Newsletter

Read our newsletter and let us know your views, or send in your ideas for articles and features.

## Armchair Monitor

Let us know how well we and others are performing in making your area an attractive place to live, simply by looking out your window and letting us have your comments.

## Focus Group

Usually meet to discuss a specific issue that affects you such as rents or anti social behaviour.

## Consultation Register

If there are specific aspects of ANCHO's policy or service delivery you are interested in, you can ask to be added to our Consultation Register for these specific areas only. That way, when we are consulting about developing or changing our approach to the area that interests you, we will contact you directly to obtain your views.

## Tenant's Group

Tenants can give their views by becoming part of a local Tenant's Group. This enables tenants to come together to discuss issues which have been raised by you or ANCHO.

## Joint our Management Board

ANCHO is run by a voluntary Management Board of 15 members. These members are mainly local residents, elected annually from the Association's membership at the Annual General Meeting (AGM). They have a wide range of experience and knowledge. The Management Board meets monthly to discuss ANCHO's business and make policy decisions. If you are interested in becoming a member of the Management Board, the first step is to become a Member of ANCHO. For more information please see the Membership leaflet.

## Scrutiny Sub-Committee

ANCHO's Scrutiny Sub-Committee has oversight of a range of functions including monitoring the performance of ANCHO towards achieving policy objectives and priorities; reviewing the implementation of the Corporate Plan; monitoring ANCHO's feedback and complaints procedures etc. Its purpose is:

- To monitor, review and challenge the performance of ANCHO's services and service delivery having regard to the Corporate Plan, ANCHO's

strategic objectives and outcomes, and performance targets, across all service areas;

- To consider the effectiveness of ANCHO's risk management arrangements, the control environment and associated anti-fraud and anticorruption arrangements and undertake regular scrutiny of ANCHO's risk

There are three places on the Sub-Committee reserved for ANCHO tenants. If you are interested in becoming a member of the Scrutiny Sub-Committee, you should contact the office.

## Are there other ways I will get consulted with?

We consult directly with all tenants about things that may affect their tenancy. This can include:

- Any of our services if the changes are likely to affect them;
- Changes to policies
- Rent and service charges

### Questions

We're happy to help if you're unsure about what to do. Just call our Freephone number **03030 300 999**



**Telephone: 01294 313121**



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**Web: [www.ancho.co.uk](http://www.ancho.co.uk)**

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