



Get involved and help shape our services

We're always trying to get better, and we want customers like you to be at the heart of the decisions we make.

We know that the best way to make things better is through hearing the voices of the people who know best; our customers.

By listening carefully, we can be sure that the decisions we make are the right ones.

No matter how much time you have to give, there are lots of ways you can get involved. Below are some of the ways you can get involved.

Even if you don't have much time to spare you can begin making a difference right away from the comfort of your own home!

Speak to us

You can:

- Speak to us as part of local consultations
- Take part in surveys about services
- Help us monitor grounds maintenance performance
- Join your area's Vico Homes Facebook page
- Email tenants@vicohomes.co.uk

The Bloom Online

You could sign up to receive our monthly tenant e-newsletter, The Bloom Online, to stay informed with our latest news, get tips and advice and hear stories we think will interest you. We may also email you from time to time with other news.

Awards

Every year we host an awards ceremony which celebrates the people who make a real difference in our communities. We have categories for groups and individuals who have made an impact on the health, wellbeing and social life of their neighbours.

Look out on social media for nominations opening and tell us about the people in your area who go above and beyond. You can also vote for your winners once we reveal the shortlist each year.

If you have a little time free each month, there are a number of ways you can be involved and have your views heard.

Customer Panel

Help review and improve our services by sharing your views. You can take part as much or as little as you want. The panel looks at how we perform and makes sure our services are focused on customers.

You'll get emails about opportunities like:

- Reviewing policies
- Taking surveys
- Joining focus groups
- Reviewing promotional materials



Tenants' and Residents' Group

By joining or starting a Tenants' and Residents' Group, you can make a real difference to your neighbourhood, from a single street or apartment block to a whole community. We really value the part groups play in making our areas better places to live.

We offer a wide range of support to help new groups get off the ground and to help existing groups to carry on their good work. To find out more, contact our Resident Involvement Team by email.

There are lots of ways you can be more involved and make a real difference to how we work at Vico Homes.

Communities Together Forum

The Communities Together Forum is made up of members of tenants and residents groups and meets every two months. During the forum, members can catch up on what's been happening in other areas, share ideas and listen to speakers who are invited to talk about their work.

Scrutiny Group

Some members of our Customer Panel have taken the next step to join our Scrutiny Group. Active Customer Panel members may be offered the opportunity to get involved in the review of our services.



Neighbourhood Panel

Our Neighbourhood Panels help to develop and challenge Neighbourhood Charters, which are based on the priorities of customers living in those areas.

There is also a chance to get a detailed look at our performance information and tell us what you think. Tenants form the majority of panels, and each one has a tenant chairperson. They also include independent contributors and district councillors. Meetings take place once every three months.

Resident Involvement Monitoring Group

The Resident Involvement Monitoring Group (RIMG) examines and evaluates our resident involvement work and performance. Acting as a “critical friend” the group gives a customer viewpoint and constructive challenge of our work.

The group helps us to be sure we offer value for money and that the views of customers influence our services and decision making. The group meets once every three months.

Our support

If you want to join but worry about any difficulties, contact our Resident Involvement Team – we’re happy to help.



Ready to get involved?

To join us or find out more, contact our Resident Involvement Team on **tenants@vicohomes.co.uk** or call us on **0345 8 507 507** and ask to speak to the team.