

Customer Engagement Register Application Form

Please would you complete this form and then return it in the pre-paid envelope
By completing this form, you may be asked to participate in Penwith Housing
Association and Devon & Cornwall Housing Group activities.

Name _____

Address _____

_____ Post Code _____

Tel. No. _____ Mobile _____

E-mail _____

How would you prefer to be contacted?

By Post

By Telephone

By E-mail

Any of the above

**Please indicate all of the ways you
would prefer to be involved:**

Area Liaison Panels (ALP's)

Older Persons Forum

Panel meetings

Questionnaires / surveys

Community Events/Meetings

Focus Groups

Tenants Committee/Board

Tenant Inspectors

Mystery Shopping

Other _____

Please indicate all of the issues and activities you are interested in:

- Repairs and Maintenance
- Resident Associations
- Newsletter/PR
- Lettings and Empty Properties
- Rent and Rent Arrears
- Young People
- Older People/Sheltered Housing
- Respect & Anti-Social Behaviour
- Grounds Maintenance
- Equality & Diversity
- Service Review
- Other _____

Please indicate all of the following that apply to you:

- A tenant with PHA
- A housing applicant with PHA
- A leaseholder with PHA
- A shareholder with PHA
- A board member of PHA
- A tenant with DCH
- A board member of DCH
- Shared Owner of DCH
- Licensee DCH
- Other _____

Do you have access to the Internet at home or at work?

Yes No

If yes, would you like to take part in On-line surveys and questionnaires?

Yes No

I agree for my personal details to be kept by PHA as part of the Engagement Register and for these details to be used to contact me in respect of Engagement Register activities.

Signed _____

Date _____

Please return this form to:-
Customer Engagement Team
Penwith Housing Association
67 Morrab Road,
PENZANCE,
Cornwall
TR18 2QJ

Thank you for taking the time to fill out this form. All the information you give will be kept completely confidential. It will only be used for the purposes of contacting you for possible involvement in service improvement.

Customer Engagement Register

Information for applicants

What is the Community Engagement Register?

It is a list of people who are interested in contributing towards improving the way PHA delivers its services and want to get involved in some way or another.

What is involved once I have filled out the application form?

Once PHA has received your registration form, we will log it with the names of other people who would also like to be involved. We will note what sort of involvement you would like to have. We will also note what areas of PHA service you would like to be involved with.

How much time will I need to give, will I have to attend a lot of meetings?

You will not be expected to put in a lot of time. A panel meeting will last for approximately 2 - 3 hours, telephone surveys between 5 and 30 minutes and a postal or on-line survey will take less than 5 minutes. It is up to you if you want to accept a panel meeting invitation, and you do not have to attend more than one if you do not want to.

What is an Area Liaison Panel (ALP)?

There are three ALP's throughout Cornwall in the west, mid and east areas. The purpose of the ALP's is to increase customer engagement opportunities and establish a two-way flow of information from a neighbourhood level to the PTC and vice-versa.

We recognise the need to create these local forums and will continue to build upon our existing effective customer engagement structure and compliment the work of the PTC and residents have said they find these meetings enjoyable and worthwhile.

To ensure representation across the county and to maintain and further develop strong links from Resident's Associations and other active residents. If you would like to get involved in your ALP, please contact the Customer Engagement Team on the number below.

Older Persons Forum

The purpose of this forum is to represent the interest of older residents in relation to housing, support provisions and related matters and to ensure that older residents are consulted, by the DCH group, regarding matters which may affect them.

Membership is open to all residents living in a property owned by Penwith Housing Association or the Devon & Cornwall Housing Group over the age of 55 years. In particular, residents in accommodation specifically designed for older people.

These meetings are very informative and the forum members have been known to be a very good source for pointing fellow residents in the right direction to external service provider.

What is a Focus Group?

Focus Groups are when we invite people who have an interest in the service that PHA provides to share their thoughts about the service. These groups are quite informal and usually last around three hours. Refreshments are provided and transport can be arranged if needed. Participants are also given a £15 attendance allowance for every focus group that they attend.

At these focus group meetings, a member of staff may do a short presentation on the service we are concentrating on and you will then be asked to contribute your opinions or share any experience that you have had in that area. All comments made by focus group members remain confidential and we use these comments when reviewing our services. Although there is a serious purpose to these meetings, they are always very informal and many previous participants have found them to be both informative and sociable.

What sort of questionnaires and surveys are they?

All questionnaires are sent out by post with a reply paid envelope for your convenience or you can access them on-line. These can be on a variety of topics and some common questionnaires that we use are around issues relating to newly built properties, painting contracts, window replacements and day to day repairs.

Surveys can be postal, by telephone, face to face interview or even by e-mail if you have access to the internet.

What is involved in community events/meetings?

These may be on services in a particular geographic area where there is no active residents association. It could be that we are planning on running a repair contract on an estate and we would like to meet with residents before completing our plans. In this way, we can ensure that tenants priorities are included in any contract – and in the event that we cannot accommodate some of these ideas, we can explain the restrictions.

If you are interested in holding an event in your community, please contact the Customer Engagement Team on the number below.

Who else will be involved in the engagement register?

The register is made up from people who have expressed an interest in helping to shape PHA's services to a more customer focussed one. The register is therefore made up from: - tenants, leaseholders, staff of PHA, staff or volunteers from the voluntary and community sector, the local authority, housing applicants, PHA Board members, health representatives and others.

Customer Engagement Team

0300 303 8030