

## Resident suggestion scheme

### An opportunity to contribute and develop our services

Do you have an idea about a new service for PHA residents, or, perhaps you have thought of something which would improve the quality of an existing service? The Residents' Suggestion Scheme gives every resident an opportunity to contribute and develop our services.

Making a suggestion could not be easier! You will find suggestion forms in our reception areas and in the relevant, most up to date newsletter. Or, you can now complete the form below and submit it online.

It is a really simple process:

- you can contribute as many suggestions as you like
- all contributors of adopted suggestions will receive a £10 voucher.
- the scheme is ongoing and open to all residents (except members of the panel and the board) and there is no closing date
- each suggestion will go to the relevant department head for comment
- each suggestion will be considered by the Customer Services Group and a panel including residents, board members and staff
- each idea will be made anonymous and assessed against set criteria to ensure that decisions are fair
- the panel will meet quarterly and feedback will be given to contributors
- the panel's decision will be final in every case
- at the end of each year a special £100 award will be given for the best overall implemented suggestion - the panel will put forward what it considers to be the 10 best implemented suggestions and there will be a vote for the winner
- all successes will be publicised

? Your name

Your email address

Telephone

? Your idea \*