

## Showcase open day

### Bringing the customer services group into the limelight



So successful was our housing open day at St John's Hall, Penzance showcasing customer service and resident involvement that we may stage it at other Cornish venues. This first event of its kind included exhibitions and information on a spectrum ranging from rent payment to Treneere Together and many other tenant groups.

Four contractors had stands exhibiting what they do for us. They are the Ocean Group (basic home maintenance), Mears (external decoration), ROK and Connaught who carry out the bulk of the ongoing multi-million pound Decent Homes work to our homes.

We are now considering extending the Open Days to other areas, such as Truro and Liskeard said Andy Moore, Chief Executive PHA.

We also explained the work of the new Peninsula Tenants Committee and its sub-groups to visitors with the aim of showcasing the variety of services and partnerships we have for the benefit of our residents and how they play a central role in their delivery he added.

For Gill Barnes of Marazion, Chair of the Committee's customer services group, it was also a most enjoyable day. She remarked: All the displays were fantastic and it was good to see the tenants meet and react positively with the staff. That was the purpose to bring the customer services group into the limelight and show they are here to help. Everyone I spoke to said how friendly it was. Perhaps it will become an annual event with more topics and venues.

We are very pleased a lot of our active tenant representatives gave so much of their time to help organise the Open Day and were there to make it work commented Gary Neilson, our Services Development Manager

They did a very good job and showed a commitment to it, as did our staff and contractors. Overall it was an excellent opportunity to demonstrate our partnership in working in the community and explain we are always trying to improve our communications.

Feedback is currently being analysed and we are hoping this event will increase awareness of how we work making it easier for people to contact us said Mr Neilson.

It was a very successful event, remarked Norman Emberson of Hayle, a PHA Board member with special responsibility for customer services, We will let the tenants team assess the results and the feedback to see if this event can be extended to other areas in Cornwall. It was a very good day of working together.