



CUSTOMER ENGAGEMENT COMMUNITY

We want YOU! Join our community now.

The Customer Engagement Community (CEC) is a group of customer volunteers who take part in surveys, feedback sessions, service inspections and other activities which help shape and influence our priorities. We currently have over 2,600 customers involved across all of our neighbourhoods. Members of the community take part in as many or as few activities as they like. There is no pressure or obligation to take part in all activities - the community is designed to work around you.

Why should I join?

Because your voice matters. The Customer Engagement Community enables people like you to help improve our services.

Working together we can make your home and neighbourhood a better place to live.

What are the benefits?

There are loads of great reasons to join! As a member, you can:

- Help us shape priorities and improve service delivery
- Develop your knowledge & gain new skills
- Improve communication between Onward colleagues and customers
- Enter our monthly prize draw to win £50 of high street vouchers!



CEC members receive an exclusive newsletter every three months. Your Voice updates members on the latest news and information from Onward and the Customer Engagement team.

The newsletter also lets readers know about upcoming events and opportunities.

What can I get involved in?

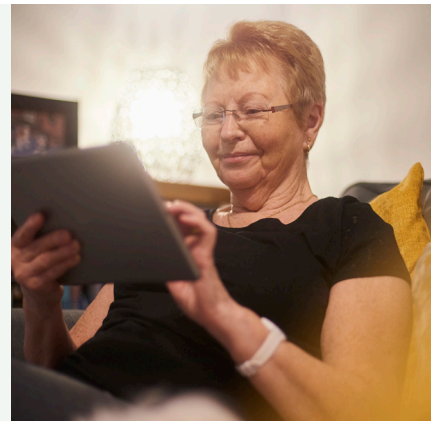


REGIONAL SCRUTINY BOARDS

CEC members can join one of our three Regional Scrutiny Boards (RSBs) which involve customers from Lancashire, Merseyside, and Greater Manchester & Cheshire.

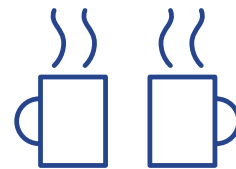
The RSBs meet with Onward colleagues every three months to review how our services are performing and to identify where improvements can be made.

We often use surveys to gather customer feedback on our services. CEC members are invited to take part in as many or as few as they like. These include online surveys, telephone surveys and face-to-face surveys.



CEC members can take part in our fantastic online events hosted via Microsoft Teams. Our Customer Engagement Specialists deliver informal sessions that allow for open conversation, feedback and questions. The events offer a relaxed environment for members to chat and meet each other.

TRAs are run by local people who want to make things better where they live. Meetings give neighbours the opportunity to discuss important local issues. Also, TRAs can apply for funding to support local projects and initiatives. We help to put CEC members in touch with local TRAs and if there isn't one, we can support you to set one up.



TENANTS & RESIDENTS ASSOCIATIONS (TRA)



Throughout the year there will be opportunities for CEC members to get involved in community projects and events such as Community Clean Up days, local campaigns, fun days or seasonal events.

We regularly reach out to CEC members to help us carry out inspections on our services, including cleaning, environmental, repairs, lettings and customer services. This feedback is shared with Onward colleagues and key decision makers so we can learn and improve.



SERVICE INSPECTORS

How do I join?

We thought you'd never ask. **Sign up here** or email us at **customerengagement@onward.co.uk**. If you'd rather talk to someone, call us on 0300 555 0600.

