

CUSTOMER 1ST POINTS MEAN PRIZES

Collect and spend
points at many high
street stores.



Have your say and help us improve the services you receive.



| Involvement option | Points | Value |
|-----------------------------|-----------|---------------|
| One Voice meetings | 10 points | £10.00 |
| Service Group meetings | 10 points | £10.00 |
| Resident Service Inspectors | 10 points | £10.00 |
| Focus groups | 10 points | £10.00 |
| Mystery shopping | 10 points | £10.00 |
| Training sessions | No award | Expenses only |
| Local residents' meeting | No award | Expenses only |

Applies to all residents, shared owners and leaseholders.

For more information please call our Customer 1st team on 0121 766 1100.



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