



CUSTOMER 1ST

GETTING IT RIGHT TOGETHER



CUSTOMER 1ST

Getting involved

Customer 1st is our resident involvement framework. By letting our customers have their say, we can monitor the services we provide, achieve value for money and continuously improve the way we do things.



Resident involvement is invaluable to us and we understand the importance of listening to our customers. We want to ensure we are meeting our residents' needs and putting our customers first.

The options

There are a number of opportunities for you to get involved and have your say:

Customer Sounding Board

Join our sounding board and receive regular updates on resident meetings and events.

Service Groups

Work with our management team to monitor performance and suggest how we can improve. We have four different service groups: Improving Repairs; Better Homes; Customer Contact and Safer Cleaner Communities.

One Voice Resident Forum

Residents from each service group take their ideas and concerns to our senior management team.

Resident Service Inspector

Work with other residents to look closely at service areas and identify what works well and what needs to be improved.

Mystery Shopping

Pose as a customer and test our services from the comfort of your home.

Interview Panels

Take part in the recruitment and selection of our new members of staff and contractors.

Local Resident Meetings

Get together with other residents to discuss issues affecting the area where you live.

Resident Board Member

Join Family's Board of Management.

Surveys

Complete our surveys and let us know how well we are doing and where we can improve.

We also hold coffee mornings, family day trips and other informal events to engage with our customers. Please let us know if you are interested in attending an event or finding out more.

Points mean prizes

If you get involved through Customer 1st, we will reward you with a number of points. The more you are involved the more points you save and these can then be swapped for shopping vouchers. Please contact us for further details.

Support

To support you, we provide:

- A dedicated Customer 1st team to provide help and advice.
- Expenses such as taxi fares and caring costs.
- A regular newsletter bulletin about the Customer 1st programme.
- An annual training programme to help build confidence, skills and knowledge.

Customer 1st.

This document is available in other languages upon request.

Bengali

কাষ্টমার ফাষ্ট - একসাথে মিলে ঠিক করা
এই ডকুমেন্ট অনুরোধে বাংলায় পাওয়া যায়।

Kurdish

کریار لپیتشه- با پینکوه کارمه باش بکەین.
ئەم بەلگەیه بە پێی داواکاری بە زمانی کوردی ش دەس دەکەویت

Punjabi

ਗ੍ਰਾਹਕ 1ਲਾਂ - ਇਸ ਨੂੰ ਮਿਲਵੇ ਠੀਕ ਕਰਨਾ।
ਇਹ ਦਸਤਾਵੇਜ਼ ਮੰਗ ਕੇ ਪੰਜਾਬੀ ਵਿਚ ਵੀ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

Somali

Macaamiisha ayaa mudnaanta 1aad leh – Wadajir u samaynta sida saxda ah.
Dokumentigaan waxaa lagu helaa Soomaali haddii la codsado.

Urdu

گاہک پہلے - اکٹھے ٹھیک کرنا
درخواست پر یہ دستاویز اردو میں بھی مل سکتی ہے۔

How to contact us

You can contact us at our office, over the telephone,
by e-mail or on our website.

Telephone:

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8am-8pm Monday to Friday

8am-1pm Saturday

Emergency out of office hours:

0121 766 1100 (transfer to our out
of hours service)

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