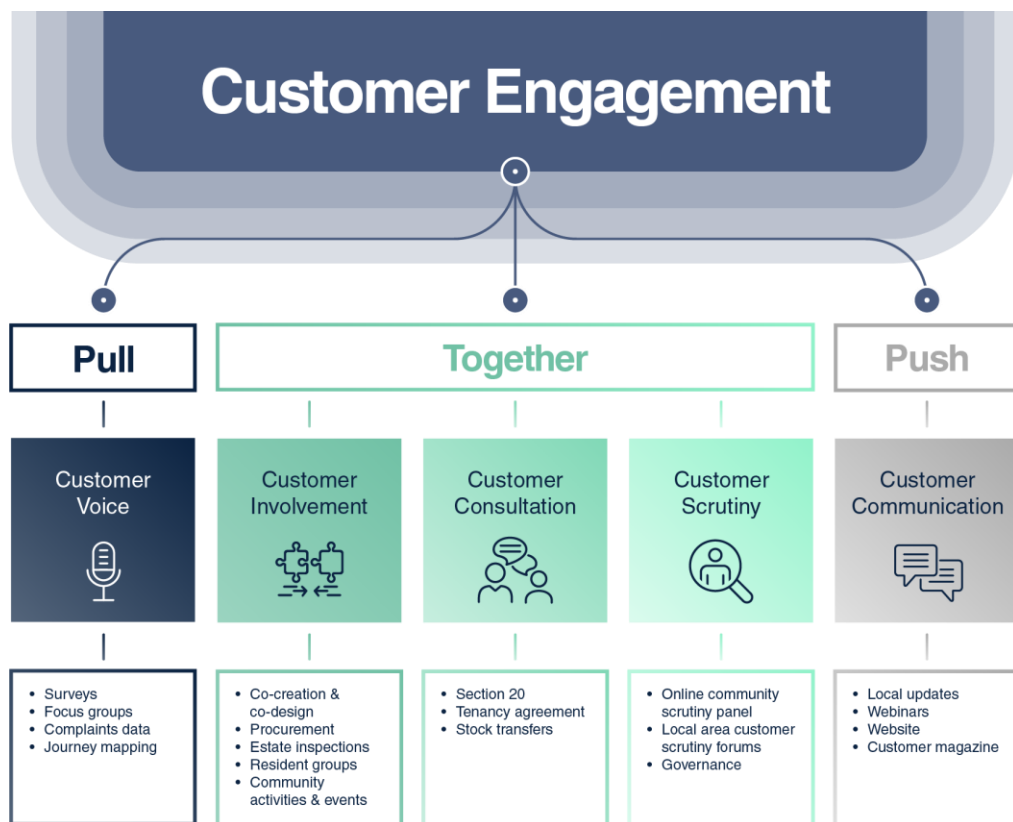


Growing together, by working together

We want to make it easier for you to share your thoughts and ideas with us – working together to shape and improve services.

By getting involved in our projects, we’re bringing our customer engagement model to life. We’ve created five key pillars of engagement, showing how we’ll engage with you.



Why should I get involved?

We can't improve what we do without you.

By getting involved, you will help to make a real difference to our services and the experience you receive as a customer. You can discuss and collaborate, as well as challenge and hold us accountable when we haven't delivered on promises.



This will help us:

- Deliver high quality services, recognising the different needs of each local area
- Manage your homes better
- Improve our performance and develop plans for improvements
- Select service partners who deliver key services, such as repairs and maintenance
- Develop housing policies and strategies.

There's many ways you can get involved. Please email get.involved@chg.org.uk to join Catalyst Voice. We'll be in touch to discuss the various engagement opportunities available to you.