



YOUR FEEDBACK COUNTS

We've made it really easy for customers to get involved to shape and improve the services we provide.

*Your guide to
customer engagement*



Welcome

Thank you for your interest in helping Stonewater improve our services. Customer engagement is hugely important to us, and we want our customers' voice to challenge, support and enhance all the services we provide to you.

This booklet gives you an overview of some of the ways you can get engaged. From formal positions with our Scrutiny Panel to ad-hoc surveys and feedback, there's something for all of our customers even if you're short on time.

There are so many benefits to helping us improve our services, not only will you help us to ensure that our customers are truly at the heart of everything we do, but you'll also learn vital skills that'll help you personally and professionally. Most importantly, you'll grow in confidence and become even closer to your community.

If you've got any questions about getting involved, please contact the Customer Engagement team on customer.engagement@stonewater.org. If you need to contact us about something else, we've included all our contact details on the back of this guide.

I look forward to working with you to shape our services.

Sue Shirt

Chief Customer Officer • Customer Experience



Get involved when it suits you

You don't have to join one of our formal groups to be involved – we often have opportunities to complete surveys, take part in workshops and give your feedback on our services.

Keep an eye on your email, social media and the Customer hubb for these opportunities.

If you just want to send us your ideas, email us at any time on customer.engagement@stonewater.org

Group	Time commitment	It's for you if	Want more info?
Scrutiny Panel	6-8 hours per month	You want to make a long-term commitment to improving services for all Stonewater customers	Page 4
Friends of Scrutiny Panel	1-2 hours per month	You've got a great eye for detail	Page 4
Community Champions	2-4 hours per month	You want to improve the appearance of your local area	Page 5
Disability Inclusion Groups	1-2 hours per month	You want to make sure our communications and services are accessible	Page 5
Facebook	It's up to you!	You want to share ideas with Stonewater colleagues and customers	Page 6
Customer hubb	It's up to you!	You want to share ideas with Stonewater colleagues and customers	Page 6
Ageing Well Board	2-4 hours per month	You're 55+ and want to improve services	Page 7
Customer Complaints Learning Panel	2-4 hours per month	You're great with data and want to help us learn from complaints	Page 8
Tenants and residents associations	2-4 hours per month	You want to build relationships locally	Page 8
Mystery Shopping	1-2 hours per month	You're short on time but want to make a big difference	Page 8
Petitions	Varies	You and your neighbours want to make a change in your community	Page 8
Ad-hoc opportunities	It's up to you!	You can't commit to a group but want to feedback on things that interest you	



The Scrutiny Panel is an independent group of Stonewater customers who work with us to help improve services.

The panel undertakes in-depth reviews of specific service areas to help improve services for customers. Reviews in recent years have focused on noise nuisance, Stonewater's contact with customers, and our repair service.

The panel members pride themselves on working as a team to carry out reviews. Customers on the Scrutiny Panel help to co-create services with customers at the heart.

The role of a panel member is varied – you might be reading policies, looking at performance data, meeting with Stonewater colleagues, writing reports and blogs, or doing surveys and workshops with other customers. You'll also have the chance to run for chair or vice chair to really develop your leadership skills.

If you join the panel, we'll make sure you have the equipment and training you need to fulfil your role. We also reimburse out-of-pocket expenses.

This group is for you if:

- **You're open-minded and have great ideas to improve services for all Stonewater customers**
- **You want to develop great analytical and research skills**
- **You're interested in a career in housing and want to improve your knowledge of how things work**

I joined the scrutiny panel because I feel compelled to help out my local and the wider community. I dislike the stigma that is associated with social and affordable housing so I see the panel as a way for us to help eliminate it through building positive relations between Stonewater, its contractors and its tenants.

I want to live in a community that myself and my neighbours are proud of.

Gareth, Scrutiny Panel Chair

The Friends of Scrutiny

Friends of Scrutiny is an online group of Stonewater customers who help us by offering ad-hoc feedback on our policies, customer communications and services to make sure everything we create meets our customers' needs.

They also support the scrutiny panel by getting involved with reviews.

This group is for you if:

- **You're busy but you'd like to get involved at a time to suit you**
- **You've got a great eye for detail**



Community Champions



2-4 hours per month

Community Champions are volunteers who are proud of where they live and inspired to help their community become a better place. As a Community Champion, you'll carry out walkabouts in your area once every six weeks and give us detailed feedback on what's going on. We'll work in partnership with you to find solutions to local issues.

You'll get to work with our Mobile Associates and contracting partners, and be proactive in helping us shape our cleaning and grounds maintenance service, as well as reporting community-wide concerns such as fly tipping and parking.

This group is for you if:

- You love where you live and want to help make it better
- You have great ideas to bring your community together
- You want to know more about how our estate services are delivered

I have enjoyed meeting staff and the help they have given me. Finding out about funding to help improve areas is a big plus.

Freda, Community Champion

Disability Inclusion Groups



1-2 hours per month

Our disability inclusion groups are a place for customers with a disability, impairment or long term health condition and their families to give feedback on our services in a flexible way. You'll get to offer feedback on whether proposed service changes and improvements meet the varied needs of our customers.

This group is for you if:

- You or someone you live with has with a disability, impairment or long term health condition
- You're comfortable sharing your lived experiences to help us improve
- You want to influence our policies



Facebook



We regularly share useful information, updates, customer guidance and great stories about what's going on on our Facebook page.

We also host regular events where you can hear from our expert colleagues about things that are important to you - like saving money or preventing damp and mould in your home.



Visit [discuss.stonewater.org](https://www.stonewater.org/discuss)

Our customers are spread all across the country, and the Stonewater Customer hubb is a great place for us all to come together and talk about our communities.

We regularly post customer news and opportunities to get involved like the ones in this booklet!

Customers are encouraged to share their experiences, hints and tips as well as feedback and ideas for Stonewater to consider.

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Ageing Well Board



2-4 hours per month

The Ageing Well Board is made up of customers who are aged 55 and over, and Stonewater colleagues. The group meets quarterly online and explores ways we can support customers to stay active, independent, happy and connected to their communities.

This group is for you if:

- You're over 55
- You enjoy doing independent research and sharing what you've learned
- You're passionate about your community
- You've got great ideas to help other Stonewater customers around the country

By being part of the Ageing Well Board I feel I am making a positive contribution to my own generation's needs and hopes. I first became involved due to a major upheaval in my life when an accident left me with severely impaired mobility, and meant my husband had to go into full time care.

The frustrating struggle to live as fulfilled a life as possible, and not remain a prisoner in my flat, made me realise that many others were facing similar challenges.

The chance to work together with other residents and Stonewater staff to look at issues which could lead to improvements in older people's wellbeing is very worthwhile, and will hopefully lead to more fulfilled lives.

Pat, Ageing Well Board Member



Customer Complaints Learning Panel



2-4 hours per month

Learning from customer complaints is a great way to improve our services for everyone who uses them.

You'll have the opportunity to meet with our Customer Relations team, look at the data we collect and see how we've been performing when it comes to complaints, and hear what customers are saying about our services. As a group, you'll use all this information to make objective recommendations on how we can improve.

This group is for you if:

- You have an eye for detail and love analysing data
- You want to learn more about the Housing Ombudsman and the Regulator of Social Housing
- You want to help Stonewater improve

Tenants and Residents Associations



2-4 hours per month

Tenants and residents associations are groups of neighbours who meet to make decisions about their local community. They act as a collective voice for the neighbourhood - working to make positive change. These groups can also support new clubs, activities and celebrations in your community - a great place to start if you have an idea for a community group or event

This group is for you if:

- You want to build relationships with your neighbours
- You have great ideas to share with your local community

Mystery Shopping



1-2 hours per month

Our mystery shoppers help us to improve our services by making everyday enquiries with our helpful teams and making sure we give great customer service and useful and correct information.

This group is for you if:

- You're short on time but want to make a big difference
- You can make detailed notes on your experience

Petitions

If you and your neighbours would like to make a suggestion about how we can improve something where you live, you can get in touch in all the normal ways. But we understand that sometimes, you might want to submit a petition.

A petition is signed by a group of customers and can be used to request something that will benefit people in your local area. You can find more information about petitions and how to submit one by searching for "petitions" on our website.





POSITIVE VIBES

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Stonewater works in partnership with We are Group to help our customers who need a little support to get online.

They provide remote sessions that are catered to your online needs, all completely free.

If you want to get involved but need some help getting online and want to find out more, we can help.

Call us on 0114 551 2551 or visit bit.ly/SW_WAG or scan the QR code



For more information on getting involved

Fill out our short form at: stonewater.org/customers/get-involved/ or scan the QR code.



discuss.stonewater.org
Give feedback and more



facebook.com/stonewateruk
For regular events and the latest news



stonewater.org/get-involved
For more information on engagement opportunities



**Not online? Need an adjustment to make engagement accessible for you?
Contact us on 01202 319 119**

English

This guide is available in other languages - if you require a translation you can find these on our website at www.stonewater.org/getinvolved, or contact us on customer.engagement@stonewater.org

اللغة العربية

نككمي جمعة رجة إلى تاحبت مذكى - إذارأخت اغلب ل الدليده
لوقعنم لىء اهبلء رالعثو / www.stonewater.org/getinvolved
لواصتالوا ،
لىء اعنم customer.engagement@stonewater.org

বাংলা

এই নরি টট শিকানন নঅ
পাওয নপার নঅুবরর রর য র নজ হয
তবরব আপন আিমার য র নন
পেতরত পানররন www.stonewater.org/getinvolved
বা এখার যরয গ করুন
customer.engagement@stonewater.org

ગુજરાતી

આ ગાઈડ અન ભાષાઓમાં ઉપલબ્ધ છે - જો તમને
ભાષાંતરની જરૂર હોય તો તમે અમારી વેબસાઇટ
પર આ શોધી શકો www.stonewater.org/getinvolved,
અથવા customer.engagement@stonewater.org પર
અમારો સંપર્ક કરો

Limba română

Acest ghid este disponibil în alte limbi - dacă aveți
nevoie de o traducere, o puteți găsi pe website-ul
nostru la www.stonewater.org/getinvolved, sau
ne puteți contacta la
customer.engagement@stonewater.org

Polski

Niniejszy przewodnik jest dostępny w innych
językach - w razie potrzeby możesz przeczytać
tłumaczenie na naszej stronie internetowej pod
adresem www.stonewater.org/getinvolved lub
skontaktować się z nami, pisząc na adres
customer.engagement@stonewater.org

ਪੰਜਾਬੀ

ਇਹ ਗਾਈਡ ਦੂਜੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ - ਜੇਕਰ ਤੁਹਾਨੂੰ
ਅਨੁਵਾਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਤੁ ਇਹਨਾਂ ਨੂੰ ਡੀ ਵੈਬ ਈਟ
www.stonewater.org/getinvolved 'ਤੇ ਵੇਖ ਸ ਕਦੇ ਹੋ,
ਜਾਂ customer.engagement@stonewater.org 'ਤੇ
ਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰ ਸ ਕਦੇ ਹੋ

Español

Esta guía está disponible en otros idiomas;
si necesita una traducción, podrá encontrarla
en nuestro sitio web: www.stonewater.org/getinvolved,

o poniéndose en contacto con nosotros a través
de customer.engagement@stonewater.org

Português

Este guia está disponível noutros
idiomas — se precisar de uma tradução,
pode encontrá-la no nosso website, em
www.stonewater.org/getinvolved, ou contactar-
nos através do email
customer.engagement@stonewater.org

Italiano

Questa guida è disponibile in altre lingue:
le traduzioni si trovano sul nostro sito web
all'indirizzo www.stonewater.org/getinvolved
oppure è possibile richiederle scrivendo a
customer.engagement@stonewater.org

اردو

اس موموناز بزرگید ڈیٹا گہ یے بایٹسڈ یپ آپ کو اس راگ -
رپٹ سب یو ی راہم ہیوت ت ہورو ضصر کی ہجمرت ک
س مہدای، سکتی یے: www.stonewater.org/getinvolved
ن کرید ہطبار رپ اس
customer.engagement@stonewater.org



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How to get in touch:



Go to
myhome.stonewater.org
Report repairs, set-up a direct debit
and manage your tenancy 24/7

Call us on
01202 319 119
Lines are open Mon-Fri 8am-8pm
and Saturday 9am-1pm

Go to
stonewater.org
For the latest news and livechat



Join the conversation
discuss.stonewater.org
Give feedback and more

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