



GET INVOLVED



Cartrefi
Cymunedol
Gwynedd wants
our tenants and
residents to be
central to our
work. We therefore
want to ensure
that we listen to
you, regularly ask
your opinion and
involve you in our
activities.

HOW TO GET INVOLVED?

We want you to help us develop and improve the services that we provide to you as customers. This is your opportunity to influence the services you receive.

CCG offers several different ways to get involved and you can choose an activity to suit your personal interests and circumstances. This means that you can play as large or as small a part as you want in our activities.

There is information in this leaflet on the different ways that you can get involved with CCG, with a description and requirements of each activity.



Talking



Using a computer



Paper work



Using the telephone



Attending meetings



**How much time and
commitment is required**

If you would like to receive
this leaflet in a different format,
such as Braille, large text or in
another language, contact us on
0300 123 8084.

0300 123 8084
www.ccgwynedd.org



Activity **Member of CCG's Board**

Purpose

Being a member of CCG's Board is an interesting and challenging role. The Board is responsible for making important decisions and therefore there is a legal responsibility on the members for what goes on within CCG. By becoming a member you will become a Non-Executive Director of the company. There are 4 tenant members on CCG's Board.

Requirement



Activity **CCG Tenant and Residents Partnership**

Purpose

This is the main group that works with CCG on all matters relating to tenants and residents.

Requirement



Activity **Welsh Housing Quality Standard Forum (WHQS)**

Purpose

To collaborate with CCG on all aspects involving the improvements programme including the selection of and the monitoring of contractors, creating service standards and approving policies.

Requirement



Activity **Quality Customer Services Forum**

Purpose

To look at every service in turn to ensure that each service is based on the needs and the requirements of the customer.

Requirement



Activity **Community Benefit Forum**

Purpose To ensure that all CCG's activities contribute to improving our communities. The forum is also responsible for monitoring the CCG Community Investment Fund.

Requirement   

Activity **Communications Forum**

Purpose To look at the ways that CCG communicates with customers such as the newsletter, letters, website and information leaflets.

Requirement  

Activity **Repairs and Maintenance Group**

Purpose To look at the work which is being done by the Repairs Service and also review the standard of service provided.

Requirement  

Activity **Tenant Auditors**

Purpose To test CCG services by carrying out inspections and 'mystery shopper' sessions to ensure that CCG adheres to our service standards. The tenant auditors will receive appropriate training on how to effectively test services before undertaking any tasks.

Requirement   

Activity**Tenant and Resident Associations****Purpose**

Ensure that tenants and residents have an opportunity to voice their opinion and take part on a local level on matters which are relevant to their homes and communities.

Requirement**Activity****CCG Customer Panel****Purpose**

Consultation over the phone/ e-mail/ letter with the opportunity to win a cash prize. The Customer Panel might appeal to those who are unable or don't want to commit to attending regular meetings.

Requirement**Activity****Shareholder****Purpose**

You can own a share in CCG for £1 and have the opportunity to vote in the annual meeting.

Requirement

HOW ARE YOU GOING TO GET INVOLVED?

QUESTIONNAIRES

From time to time, we will ask you to give your opinion on CCG through various questionnaires e.g. how satisfied you were after receiving repairs and maintenance work in your home. Your feedback will help us improve for the future.

INFORMAL ACTIVITIES

We realise that attending meetings and completing questionnaires does not appeal to everyone and therefore we will also conduct more informal activities such as;

- **Family Fun Days**

We will hold at least one fun day for our tenants each year in different locations throughout Gwynedd. The fun days are an opportunity for the whole family to enjoy a wide range of activities, visit various stalls for advice and information and also have the opportunity to meet CCG staff.

- **Estate Walkabout Sessions**

CCG staff from each service throughout the company will visit various estates throughout Gwynedd.

- **Community Warden Surgeries**

Our community wardens hold local surgeries on a regular basis which will give you the opportunity to discuss your concerns about your estate. Contact the Neighbourhood Services Team for more information.

- **Presence at community events**

CCG supports events in our communities and takes advantage of the opportunity to go out to the community to meet our tenants and residents. If you would like us to have a stall at a community event in your area, please contact the Community Involvement Team.

TWITTER/ FACEBOOK



@CartrefiGwynedd



facebook.com/CCGwynedd

Remember you won't be out of pocket by taking part with CCG as we will reimburse any IT, travelling and childcare expenses.

If you're interested in getting involved with CCG, please complete this form and return to us. A member of the Community Involvement Team will then contact you as soon as possible to discuss things further.

Full name:

Date of birth:

Address:

.....

Contact No:

E-mail:

I am interested in joining:

- CCG Board**
- CCG Tenant and Resident Partnership**
- Welsh Housing Quality Standard Delivery Forum**
- Quality Customer Services Forum**
- Community Benefit Forum**
- Communications Forum**
- Repairs and Maintenance Group**
- Tenant Auditors**
- Tenant and Resident Association**
- Customer Panel**
- Shareholder**

I would like to receive information about events.

Signature:

Date:

Fold and seal this form and post it back to:

Community Involvement, CCG, PO BOX 206, Bangor, Gwynedd, LL57 9DS





FOLD

FOLD



Community Involvement
Cartrefi Cymunedol Gwynedd
PO BOX 206
Bangor
Gwynedd
LL57 9DS

