

cairn



Involving Our Customers

Your options for getting involved

GETTING INVOLVED

At Cairn we are committed to providing our tenants with plenty of opportunities to get involved and help to shape, influence and improve the services we deliver.

Your knowledge and understanding of the issues affecting you, your families and neighbours, could be invaluable in making sure we focus our attention and efforts on the things that matter most to you.

You can get involved as little or as much as you like, and so we have different levels of involvement, to suit your needs and the amount of time you may have available.

BENEFITS OF GETTING INVOLVED

We offer support and training when you volunteer with us. Plus there are lots of benefits to getting involved:

- Know you're making a difference
- Gain new skills and knowledge to help with employment
- Meet new people
- Learn new things
- Improve your confidence, skills and knowledge

WAYS TO GET INVOLVED

Board member

As a member of Cairn you can attend our Annual General Meeting where you have the opportunity to stand as a Board Member. Our volunteer Board Members meet monthly to govern and take strategic decisions about the organisation.

Customer Panel

Being a member of this team involves scrutinising and examining Cairn's services to ensure all tenants are getting the best service. They also play an important role by contributing towards major decisions.

Customer Focus Groups

This group meets regularly and gives us feedback on customer service and local operational issues.

Mystery Shopping

After contacting us or using one of our services you report your findings back to us by filling out a short form. The key to it all is that your identity is kept secret from staff.

Communications Group

This group ensures that our major letters, leaflets and newsletters are written in plain English, well designed, easy to read and informative. Involvement is by email.

Register of interested tenants

If your name is on the register we may contact you occasionally to consult on policies or invite you to events.

Registered Tenant Organisations (RTOs)

You could become involved with an existing tenants

group. If there isn't a group nearby, you could consider setting one up.

Satisfaction surveys

We carry out an annual satisfaction survey and smaller surveys throughout the year on our different services. The results of these help us decide where we need to improve.

CONSULTING YOU

We will consult with you on things that may affect your tenancy. This can include:

- Any of our services if the changes are likely to affect you
- Your rent and service charges
- Changes to policies which are likely to affect you

To get involved, or for more information, please contact the Communications & Engagement Team using the details below.

0800 990 3405

www.cairnha.com

enquiries@cairnha.com

This Involving our tenants leaflet is available on CD, in braille, in large print and in community languages from **Cairn, Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH**. Email **enquiries@cairnha.com** or call **0800 990 3405**.

本文件提供 CD、布莱叶盲文、大字体印刷和社区语言版本，可从以下地址 Cairn, Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH、通过电子邮件 enquiries@cairnha.com 或致电 0800 990 3405 获取。

Cairn, Bellevue House، هذا المستند متوفر على أسطوانة مضغوطة، بلغة برايل وطباعة كبيرة ولغات الأقليات من 22 Hopetoun Street, Edinburgh EH7 4GH. بريد إلكتروني enquiries@cairnha.com أو اتصل بالرقم

یہ دستاویز سی ڈی، بریل، بڑے حروف کی چھپائی اور کمیونٹی کی دیگر زبانوں میں 'کیرن' سے اس پتے پر دستیاب ہے: Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH. ای میل enquiries@cairnha.com یا اس نمبر پر فون کریں: 0800 990 3405

Niniejszy dokument dostępny jest na płycie CD, w formie dużym drukiem, oraz w językach ojczystych członków lokalnej społeczności. Aby uzyskać ten dokument należy odwiedzić Cairn pod adresem: Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH, wysłać e-mail na adres: enquiries@cairnha.com lub zadzwonić pod numer 0800 990 3405.



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