



**Your home,  
your voice**



Your Homes  
Newcastle

[www.yhn.org.uk](http://www.yhn.org.uk)

# “Your home, your voice”

is YHN’s Customer Voice plan showing all the engagement opportunities we offer and how you can get involved.

As our customers, you are the best people to tell us how our services are performing and where we can improve.

That’s why we’ve developed this plan based on your feedback, so that you know that your voice is listened to.

Our engagement offer will be planned out, co-ordinated and accessible to all customers to make it as easy as possible for all YHN customers, leaseholders and Leazes Homes tenants to have their say about our services.

## **Engagement is a two-way process:**

Our aim is to offer you the best and easiest ways to have your voice heard, and most importantly, listened to and acted upon.

In return we will keep you informed about how your involvement has shaped and improved what we do.

# Our customer voice aims



1

We will create high quality, diverse and inclusive engagement activities for everyone to take part in

2

We will enable and empower customers to thrive in their communities by offering support to community groups and residents' groups

3

We will ensure customers' complaints and feedback are acted on consistently, timely and fairly

4

We will engage with High Rise customers about building safety, so they have the information they need, and their views are sought and listened to

5

We will build stronger communities and engage with harder-to-reach groups through Community Funding

6

We will report YHN performance to you and to YHN staff

# How to get involved

Our engagement menu offers a range of different opportunities for you to be involved. We really value your voice and understanding what is important to you, so we can design and improve our services, so they are right for you.

The different ways you can engage with YHN range from one off engagement to longer term engagement, for example if you're interested in being a part of a committee or customer forum.



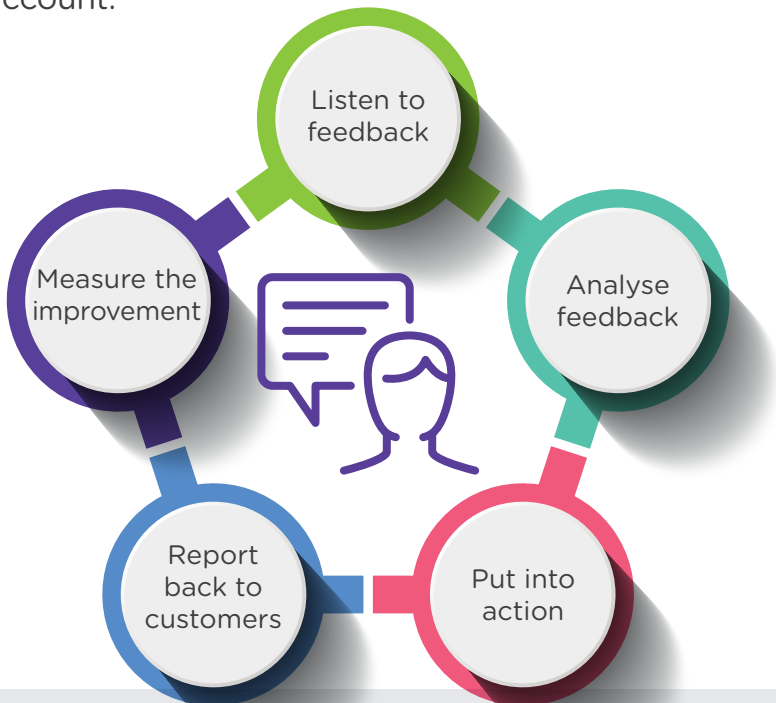
We advertise opportunities to be engaged with YHN on our social media pages and our website, or you can contact the Customer Insight and Engagement Team at [getinvolved@yhn.org.uk](mailto:getinvolved@yhn.org.uk) or call us on **07971 049266**.

# Using your feedback

We really value your feedback and we use it to identify learning opportunities and changes to services that we can make as a result.

Your feedback is shared with our Executive team of Directors and our Board Members. This means your views are at the centre of all of our decisions we make as an organisation.

It's important that when we have made changes to our services, we ask you for your feedback again, so we know that any changes have made an impact. This means we're able to make sure everything we do is transparent, and you can hold us to account.



# What getting involved means to you?

There are lots of reasons you might get involved with YHN, here are some of the benefits of engaging with us:



**Self-Development** – opportunities to build confidence, develop knowledge on local issues and gain experience of working with others both formally and informally



**Out of pocket expenses** – being involved with YHN will not cost you. We will support with travel costs, IT equipment, workspaces and other ways so you are able to fully engage with us without barriers



**Learning Opportunities** - potential to access professional, academic and/or tailored training which will support your personal development



**Making a difference** – feeling of fulfilment knowing you may have made a difference to your own life or the lives of others in your community

# We want to hear from you

Most importantly we want to listen to our customers.

If you want to get involved, or if you have any suggestions on how we can improve the way we engage with you, please contact the Customer Insight and Engagement Team.

## You can give us feedback in a variety of ways



### Post:

Customer Insight and Engagement Team,  
Your Homes Newcastle,  
Benton Park Road,  
Newcastle, NE7 7LX



### Telephone:

Call or text the Customer Insight and  
Engagement Team on **07971 049266**



**Email:** [getinvolved@yhn.org.uk](mailto:getinvolved@yhn.org.uk)



**Facebook:** [www.facebook.com/yourhomesnewcastle](http://www.facebook.com/yourhomesnewcastle)



**Online:** [www.yhn.org.uk/my-community/get-involved](http://www.yhn.org.uk/my-community/get-involved)