

## Southern Housing

### Terms of Reference for User Experience Group

The purpose of this group is to involve our residents in monitoring the performance of the service that residents receive when they contact Southern with any enquiry. Our aim is to improve the service residents receive and to ensure that the service meets residents' needs. This opportunity is available for any resident to take part in. No training is required but residents will be invited to attend relevant training for example;

- Introduction to Social Housing
- Resident Inspector
- 'Nuts and Bolts' of Repairs and Maintenance
- and other events.

This is to build on resident's skills to carry out their role. Residents will be supported by their Customer Involvement Officer who will go through this process with you before you undertake any monitoring.

All we ask is that you:

- Assess the service giving us a 'real time' account and evidence how our services are being delivered to you on a day to day basis this could be for:
  - Request a repair
  - Report a problem to your Home Services Manager
  - Have a rent query
  - Or simply want a form or information sent to you
- Complete the form and return it to us straight away and we will collate on a quarterly basis and feedback any outcomes that may arise. We will contact you on a quarterly basis if we haven't received anything from you. The forms will be supplied either in paper format with an SAE, electronic Word document or via Resident Involvement webpage.

We require several pieces of information for each contact:

1. The date of the contact
2. What area?
3. How you contact Southern Housing Group?
4. Whether the staff member was polite
5. An overview of your experience

There is space for you to add any additional comments at different points of your experience.

Using our record form, you can work out how the service you actually received compared to what we said you could expect.

In return we will use the information to monitor performance and to discuss any performance issues with the relevant department. Your identity as a User Experience member remains anonymous. We will also report the results quarterly to our Customer Insight Team and other relevant groups.

The Customer Insight Team might request residents contact details as they may wish to contact you for more information. Please indicate on the form, each time you return it to the Customer Involvement Team, if you prefer not to be identified.

If you have any difficulties, queries or require more copies of this form or pre-paid envelopes, then please contact us using 07593 021140 or email [resident.involvement2@shgroup.org.uk](mailto:resident.involvement2@shgroup.org.uk)