



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.



### Other contacts for help and assistance

#### The Housing Ombudsman Service

81 Aldwych, London WC2B 4HN

Tel: 020 7421 3800

Lo-Call: 0845 7125 973

Minicom: 020 7404 7092

Fax: 020 7831 1942

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

### Local Organisations:

#### Citizens Advice Bureau

#### General contact

Tel: 0344 411 1444

#### South Hams

The Cottage, Follaton House, Plymouth Road

Totnes TQ9 5NE

Tel: 01803 862392

#### Teignbridge

36-38 Market Walk, Newton Abbot

Devon TQ12 2RX

#### Exeter

Dix's Field, Exeter EX1 1QA

#### Plymouth

2nd floor, Cobourg House, 32 Mayflower Street

Plymouth PL1 1QX



**SOUTH DEVON RURAL**  
HOUSING ASSOCIATION LIMITED

South Devon Rural Housing Association Ltd  
Registered Office: South Devon House  
Babbage Road, Totnes TQ9 5JA

Tel: 01803 863550

E-mail: [info@southdevonrural.com](mailto:info@southdevonrural.com)

Web site: [www.southdevonrural.co.uk](http://www.southdevonrural.co.uk)

We are open from 9.00 am to 5.00pm  
Monday – Friday

An Exempt Charity. South Devon Rural Housing Association Limited is a registered society under the Cooperative and Community Benefit Societies Act 2014 and The Homes and Communities Agency No. LH0920.



## Involving Customers



**SOUTH DEVON RURAL**  
HOUSING ASSOCIATION LIMITED

## Getting involved

At SDRHA 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

Being a Tenant Board Member:

- Enables you to be involved and have a direct influence over policy and practice.
- You can contribute your direct experience to the development of services
- Learn new skills, meet new people
- Improve career prospects

### Customer Panel

Involves scrutinising and examining SDRHA'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

Have the opportunity to give feedback and ideas on services, customer services 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.

### Consultation Matrix

You can be added to our circulation list and give feedback on our policy & procedure updates.

### 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

