

Get involved with Spire View



Help us improve your services...

Its important to us that the services we provide are the services you want. We can only improve with your help. It won't take up much of your time!

1 Surveys – from your armchair

If you do not like the idea of attending meetings but would still like to be involved, then why not provide your feedback though surveys from the comfort of your own home. The results are monitored and reported to better understand tenant satisfaction levels to help us improve our performance and will be used to form our Action Plan.

Time commitment required: ⌄

Format/Location: At home

2 Walkabouts

We will let you know when there is a walkabout in your area and invite you to come along to help improve the area.

Time commitment required: ⌄

Format/Location: Out on the estate

3 Pop in events in the Hub

We will hold informal coffee and cake events a couple of times a year to gather your views on your home and environment.

Time commitment required: ⌄

Format/Location: In person at the Hub



4 Public Meetings

We will hold public meetings if we intend to make significant changes to the way we deliver a service and to find out what you think of any changes.

Time commitment required: 1

Format/Location: In person/Hybrid

5 Complaints, Comments and Compliments

We take your views very seriously and want to learn from them. If you want to give a compliment, comment or make a complaint please phone the office or go to our website.

Time commitment required: 1

Format/Location: In person/Phone/Online

6 Focus Groups

You can join the Tenant Focus Group, and actively discuss and scrutinise what we do and influence decisions. This group will monitor our Tenant Participation Strategy Action Plan.

Time commitment required: 3

Format/Location: In person/Hybrid

7 Tenants and Residents Associations

We are keen to support tenants who wish to form a local group, we will support any group to set up with a grant and other support such as training and support. Groups can be informal or formal. We can give you information on how to become an RTO.

Time commitment required: 3

Format/Location: In person/Hybrid

Why get involved?

- ✓ Help to improve your services and neighbourhood
- ✓ Work with us to arrange activities and events
- ✓ Develop new skills
- ✓ Meet new people

How do I get involved?

Please contact Donna Richardson, the Housing Manager, email

DonnaRichardson@spireview.org.uk

or phone on **0141 552 7928**.

