

Be part of our Customer Voice group

About us

Coastline Housing is an independent, not-for-profit housing association providing homes across Cornwall. We currently own and manage almost 5000 homes, and are on target to complete 1000 new homes between 2015 and 2021. As well as providing homes, we look after the neighbourhoods that people live in, and provide services that improve the quality of our customers' lives.

The opportunity

We are looking for 60 customers to join our Customer Voice online group. We want to give customers a voice in helping us to shape and improve our services, building on the good work we have already achieved, and using a new approach to scrutiny that reflects our vision and values at Coastline. The group will require people who have a mix of skills, knowledge and backgrounds that reflect our diverse customers and communities. Preference will be given to Coastline customers regardless of their form of tenancy with us. However, there are 6 places for non-customers who live in our communities who meet the assessment criteria.

What will the group focus on?

- Ensuring customer voice is heard and acted upon; reporting customer priorities to the Board
- Our performance and key issues / improvements for us to focus on
- Value for money and helping to identify what matters to our customers
- Identifying, celebrating and promoting what we do well

What's in it for me?

- Build relationships with other customers and colleagues at Coastline, as part of a network making a difference to customers' homes and neighbourhoods
- Receive training and support for your personal development
- Improve self-confidence and self-belief
- Provide a productive and rewarding use of your spare time
- Receive reimbursement of your travel expenses

What will I have to do?

- Actively contribute to our online Customer Voice community
- Work positively with Coastline colleagues to identify improvements
- Attending meetings and training sessions if you wish to
- Assist with the preparation of reports and messages for our Board



Customer Voice Expression of Interest Form

We would love to know a little bit more about why you would like to become part of Customer Voice. Please fill in the form as thoroughly as you can.

If you need support, please email the Community Investment Team at getinvolved@coastlinehousing.co.uk

Name Date of application

Address

Telephone number

Email address

Date of birth Age

Gender: Male Female Prefer to self-describe as: _____

Work status: In Employment Job Seeker Retired
Other Unable to work due to sickness/ disability

Household type: Single Couple Family

Tell us a little bit about yourself: (eg: how long have you been a customer? What's your favourite thing about your community?)



Why do you want to join Customer Voice?

Customer Voice will look at key issues, performance, value for money, and help to bring these matters to the attention of our Board. Please tell us why you want to join the group.

What skills can you bring to the group?

We are looking for customers who can question, share their views, and work with others. Tell us what skills you can bring to the group.

Do you have any concerns or questions about the group?

Once we have received your expression of interest form, we will have a conversation with you about the role. We can do this by either giving you a call, emailing/Skyping you, or meeting you at a time and place that is convenient to you.

Please tick how you'd like us to contact you:

- phone call
- email or Skype
- face to face (we will phone or email to arrange this)

Please return your form to:
Customer Voice,
Coastline House,
4 Barncoose Gateway Park,
Redruth
TR15 3RQ

Or you can email it to:
getinvolved@coastlinehousing.co.uk

