

Community Voice

Your guide to getting involved



Community Voice

As a 'Community Voice' you're the local link to NCHA for your area.

Commitment level:

As much or as little as you like.

What is the role?

A Community Voice volunteer is a point of contact for NCHA staff. You can give us feedback to help shape and improve the services we provide.

You can:

- > Monitor communal services e.g. gardening, landscaping and cleaning of communal areas.
- > Complete communal services surveys.
- > Where possible, accompany us on estate inspections, to highlight communal issues.
- > Send us photo evidence of repairs, fly tipping and poor contractor and scheme manager performance.
- > We'll keep you informed about other involvement opportunities and initiatives you might like to be involved in e.g. focus groups, environmental initiatives.

**Choose
how
much
time you
want to
commit**





Help shape the future for you and your community

How will NCHA support you?

Support

We have a dedicated email address and web page with up to date information, helping us to support you in your role and respond to any issues.

@CommunityVoice@ncha.org.uk

Planning

We will discuss with you what time you have to give, the needs of your local area and what you'd like to achieve from being a Community Voice.

Training and Support

We will also provide any training and support you feel you need to carry out the role.

Supporting paperwork

If requested we will provide local service information for your estate. These can be used to monitor services and will help when completing surveys on services.

Our promise to you as a Community Voice

- > All feedback you provide will be passed to the relevant service area and help to improve future services for all customers.
- > The role can be adapted to suit the time you have available and to your personal goals and interests.
- > We will contact you to provide updates on our services and to see how you are progressing in the role.

We value what you do and your opinion counts

Contact us



Nottingham Community
Housing Association
12/14 Pelham Road
Sherwood Rise
Nottingham
NG5 1AP



0800 013 8555



CommunityVoice@ncha.org.uk



www.ncha.org.uk



@nottscommha



/nottinghamcommunityhousingassociation