

## Get involved with us to help us continue to deliver the best possible service!

### Why would we like you to get involved?

Your feedback is so important to us as it allows you to inform us on any improvements we could make, or any services that are currently working well for you. This allows us to continuously provide the best possible services for you, our tenants, residents and customers.

Our Customer Working Group is a great opportunity for us all to meet up and discuss all things Knowes, Faifley and Duntocher!

### What is in it for you?

Your voice will be heard, and your ideas considered by our staff and Management Committee in order to ensure we deliver exactly what you expect from us.

You will have the opportunity to join our Customer Working Group, become a Share Member or even join our Management Committee. Each of these provides you with further information on how we operate, and why your feedback means so much.

### What is in it for us?

If our tenants, residents and customers are happy... we are happy!

We have a responsibility to encourage as much tenant feedback and involvement as possible, and have always strived to do so, whilst always welcoming more!

### How can you get involved?

- Join our Customer Working Group! We meet 4 times per year and discuss all things happening at Knowes, welcoming your ideas.
- Become a Share Member! At a cost of £1.00 for lifetime Membership, you would be eligible to join our Management Committee and attend our Annual General Meeting.
- Become a Management Committee Member! If you are a Share Member, you could join our Committee and be involved in the strategic running of our Housing Association.

### How do Knowes Housing keep you up to date?

- We are active on our Social Media Accounts! Find us on Facebook: Knowes Housing Association, Instagram: knoweshousingassociation, and LinkedIn: Knowes Housing Association.
- We have an up-to-date, user-friendly website: <https://www.knowes.org/>
  - We issue 3 Newsletters per year.
  - We send letters to tenants directly.

### Our contact information:

The Corporate Services Team would love to hear from anyone wishing to GET INVOLVED with Knowes Housing Association!

Contact Amy or Melanie at [info@knowes.org](mailto:info@knowes.org) or by giving us a call on 0138 9877 752, we are waiting to hear from you!