



CLYDE VALLEY  
HOUSING  
ASSOCIATION

# Your guide to getting involved with our Customer Panel





# Clyde Valley Group

## Our Vision and Values

Our vision is:

To provide high quality homes and services that make a difference to peoples' lives and their communities.

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Our Values are:

- **BE** all about customer Customers are our first priority and they drive everything we do and how we do it. This means we will make sure we know our customers well, do the right thing, and always deliver on our promises.
- **BE** ambitious CVG and our people continue to grow and we'll always be ready for any opportunity as long as it benefits our customers. We'll support customers to realise their ambitions too.
- **BE** driven by excellence Our CVG team is relentless about doing better for customers, learning and focused on improving performance, doing more for customers and reducing customer effort.
- **BE** caring Most importantly we're people centred, will listen and support customers and each other.

Lynn Wassell

Chief Executive Officer





## Who we are and what makes us different?

- Formed in 2006, Clyde Valley Group is the overarching brand for the organisation
- Clyde Valley Housing is the registered social landlord and charity established and operating since 1996
- We own and manage over 4000 homes across North and South Lanarkshire and East Dunbartonshire
- Clyde Valley Property services provides services for over 3500 homeowners
- We offer a wide range of services and products
- We have a depth of expertise, partnership networks and customer focus
- Continued Customer Service Excellence accreditation, in 2020 and we hold Compliance Plus in 10 areas.
- High levels of engagement as well as training and development, are our priorities.
- We have highly skilled executives and the trustees/non-executive directors who encompass a broad range of experience in the public, private and third sectors.



# Why join a Customer Panel?



Help us improve the standard of housing conditions and services by influencing the decision making process.

We are always interested in hearing from you our customers about the issues that affect you, your family, your neighbours and your community. We want to use your insight to help us make the right decisions and work hard on the things that matter the most to you

This is a great opportunity to expand on existing skills and knowledge or develop new skills ranging from IT skills, providing scrutiny & effective challenge during discussions, contributing and sharing new ideas and perspectives

Gain a greater insight into the operations of running a Housing Association for example how decisions are made, monitoring performance, reviewing risks and how these are managed

Meet new people and participate in an engaged & active group featuring Members with a wide range of skills and experience



# Role of Customer Panel Member

- Attend regular meetings either in person or online
- Be willing to contribute your views and opinions to discussions taking place, scrutiny projects, consultations and decisions being made by CVHA
- Use your skills, knowledge and experience for the benefit of the Association
- Always act in the best interests of CVHA
- Sign and agree to uphold our code of conduct
- Take part in training and learning opportunities

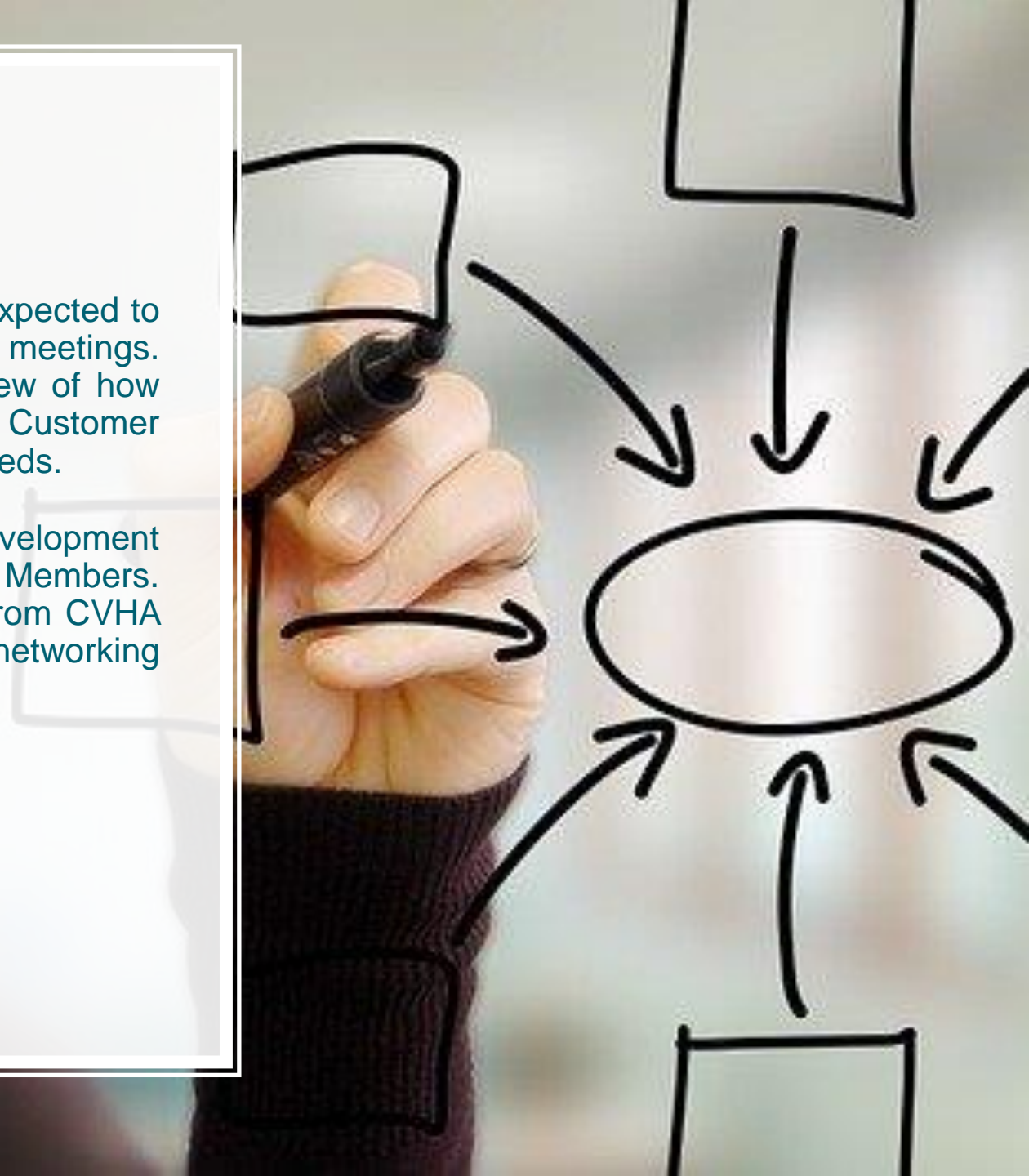




# Training & support

To support you in your role, Customer Panel Members are expected to take part in an informal Induction session prior to joining any meetings. This will offer the opportunity to meet staff, gain an overview of how Clyde Valley Group operates, find out more about what the Customer Panel does and discuss any potential training and support needs.

Clyde Valley Housing Association is fully committed to the development of all its employees, Board Members and Customer Panel Members. All Panel Members will be provided with on-going support from CVHA staff, in addition to this there will be opportunities to attend networking events and take part in training sessions



# How to join

- You can call, email or send us a Facebook/Twitter message to register your interest
- You can complete our online website contact form
- You can talk to any of our staff to enquire about joining the Panel

Once we have a note of interest, a member of our Wellbeing Team will make contact with yourself to have an informal chat over the phone with you about the role of the Panel.

If you are still interested following our chat, we will organise an induction for you prior to joining a Panel meeting.

If at any point you feel this is not for you, there is no obligation to commit. You can decide to leave at any point as this is a voluntary role.

## Contact Details

E: [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk)

T: 01698 268 855

W: [www.cvha.org.uk](http://www.cvha.org.uk)