

Your voice, Your home, *Your say.*



Hey neighbour!

At Honeycomb Group, we believe you should be influencing the way we manage your homes and operate our support services, but we need your help...

Whether you have plenty of time or just a few spare minutes, there's a way to get involved that suits you.

And the best part? You'll help make things better for everyone.



Ways to get involved



Last year, customers engaged with us in many different ways. Here's an example of current opportunities for you to get involved:



Repairs focus group

Shape the way we handle home repairs. Join customers like you to review our policies and share your real-life experience to help us improve.



Scheme walkabouts

Let's walk your patch together. Come out with us and highlight anything that needs fixing, improving, or celebrating.

"I joined a walkabout and flagged a safety issue that got sorted quickly. It felt great to be listened to."

**HONEYCOMB
GROUP CUSTOMER**



Coffee mornings

Meet us in your neighbourhood for relaxed, informal chats, with free tea, coffee, and plenty of time to talk.





Ways to get involved

Last year, many customers engaged with us in various ways. Here are seven opportunities for you to get involved:



Void inspectors

Help new tenants feel at home. Volunteer to inspect empty homes and make sure they're safe, clean, and ready for move-in.



ASB surgeries

Face-to-face support when you need it

Talk to our team about anti-social behaviour in your area. We're here to help, listen, and take action.



Ask the Chair

Barry wants to hear from you!

Barry Russell, your CAG Chair and a long-time tenant, is all ears. Got an issue, idea or concern?



Customer Assurance Group (CAG)

Your voice at the table. Join our customer panel to shape policies and challenge us to do better, side by side with staff.

Email:

CAG.chair@honeycombgroup.org.uk





Only have a few minutes?

That's all it takes to share your thoughts.



**Complete our online form
at a time that suits you**

honeycombgroup.org.uk/feedback



Email us your feedback

hello@honeycombgroup.org.uk



**Give us a call to share your
feedback**

01782 744533



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