

Customer Voice and Influence at Stockport Homes



Keeping you **Informed**

- Customer newsletter
- Annual report to customers
- Website
- Social Media

Having your **Voice Heard**

- Surveys
- Focus groups
- Consultation events
- Community groups and projects
- Houseproud Rainbow Roofs LGBT+ Forum
- Customer Inspectors
- Building Safety High Rise Living Tenants Forum
- Online Engagement Groups
- Customer Scrutiny Panel
- Community Fund Customer Panel
- Complaints Appeals Panel
- Customer Board Member
- Regional and National events



Supporting **You**

- Inclusive and accessible formats
- Learning and training
- Digital skills and support
- Customer Expenses Policy
- Funding advice and support
- Community group support