

We want as many of our customers as possible to be involved, working alongside us every step of the way. So we're making getting involved easy. We've created this menu, setting out the many options available to you.

We've designed a range of options for everyone – with every level of involvement covered, whether that's through more formal groups, online, or in your neighbourhood.

Each option provides a different opportunity to influence the decisions made to improve us as a landlord. On top of that, many options give you the chance to learn and develop new skills at the same time.



Victor da Cunha,
Head Chef (and Chief Executive), Curo

**Want to know more
about our approach
to involvement?**

Ask us for a copy of our
Customer Engagement Strategy

www.curo-group.co.uk/getinvolved
01225 366000

Our Promise

When it comes to engaging
with you, we will:

- Make being involved accessible to all
- Provide lots of ways to be involved, covering our customers' homes, neighbourhoods, safety, additional needs, specific services, or with the organisation as a whole
- Do our best to ensure that the customers involved represent all of our customers
- Ensure our approach to involving customers is integrated into all our services
- Provide opportunities for customers to hold us to account when it comes to our performance
- Ensure that every opportunity to be involved has a clear objective
- Show the impact that involving customers has had on the design and performance of our services



CURO's CUSTOMER INVOLVEMENT MENU

**Choose how you'd like
to be involved**

This is your chance to play
a part in helping Curo
improve and shape services
in to the future.

**BON
APPETIT!**



curo

Eat In

Ways you can be involved right where you live

Residents' Associations



Become a member of a local residents' association and support your community

Community Champions



Collect valuable information directly from your neighbours to help improve your neighbourhood

Estates Partnership Board



Review performance and help us improve our local estates services on the Estates Partnership Board

Resident-led services



Take control of the services that are delivered to your neighbourhood by working with your neighbours to set up your own resident-led community scheme

Eat Out

Join one of our groups and forums

VoiceBox (online only)



Become a member of VoiceBox and provide valuable feedback from the comfort of your sofa

Oversight Group



Work as a team to analyse performance and customer feedback from across the business to direct future scrutiny activities

Scrutiny Activity



Parachute into the business to review a specific service area and provide ideas for improvement

Customer Focus



Be a part of a focus group on a specific service Curo delivers

Complaints Review Forum



Help us to test our complaints process in the complaints review forum

Disability Action Group



If you have a disability, share your experience with us at the Disability Action Group

SHOP



If you are an older person, discuss issues and topics around our older persons services at SHOP – 'sheltered housing for older people'

Specials

Our big annual events we'd love everyone to tuck into

Residents' Conferences



Come along to Curo's annual Residents' Conferences

Curo Labs



Participate and feedback on new and innovative ideas at our Curo Labs

Level of involvement



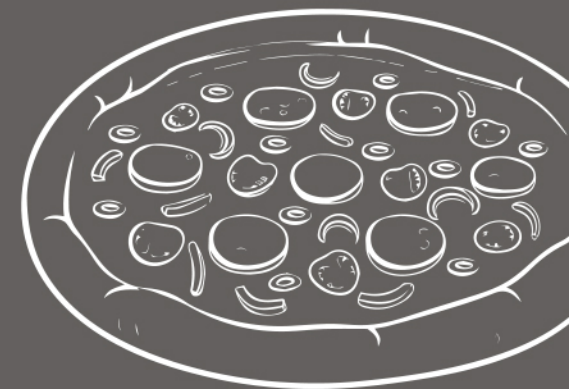
Involved when you want to be



Regular meetings, regular involvement



Lead involvement. More time required



Place your order

Here's how I'd like to be involved – please send me more information:

Eat in

- ☐ Residents' Associations
- ☐ Community Champions
- ☐ Estates Partnership Board
- ☐ Resident-led services

Eat Out

- ☐ VoiceBox
- ☐ Oversight Group
- ☐ Scrutiny Activity
- ☐ Customer Focus
- ☐ Complaints Review Forum
- ☐ Disability Action Group
- ☐ SHOP

Specials

- ☐ Residents' Conferences
- ☐ Curo Labs

After we've received your completed form, we will acknowledge it and send you further information on these groups. We will also note your expression of interest and look into whether there are vacancies or future opportunities for you to be involved. We will also add you to the waiting list if this isn't immediately possible.



Name:

Address:

.....

.....

Home telephone:

Mobile telephone:

Email address:

.....

Preferred method of contact (please tick)

☐ Phone ☐ Email ☐ Text/SMS ☐ Post

Any special requests?

Privacy notice

We are serious about protecting your privacy and promise to store and look after your personal information carefully and in line with UK law and our data protection policy. For more information about our data protection promise and our data protection and privacy notice please go to curo-group.co.uk/privacy



CURO's
CUSTOMER
INVOLVEMENT

MENU

How to order

- 1 Check out the menu of options
- 2 Choose what you like – you can be as involved as you want to be. Go all-you-can-eat, or just pick one or two things you like the sound of.
- 3 Use our tear-off order form, or go online to ask for more information to help you get started.

How to return this form:

Tear-off, moisten edges, fold and Freepost back... no stamp needed.

Or use our online order form:

www.curo-group.co.uk/menu

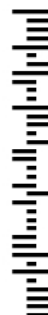
Changed your mind? Nothing appeal right now? No problem. Tastes and appetites change! Keep this menu so you know what's on offer.



October 2019



Business Reply
Licence Number
RTUU-ZTSB-ZUHB



Curo
The Maltings
River Place
Lower Bristol Road
BATH
BA2 1EP