



Get Together

Wyth

Are you a WCHG tenant or leaseholder?

1. Do you want to make our homes and neighbourhoods a great place to live?
2. Do you want to make a difference to your community?
3. Do you want to have a say in how WCHG's money is invested?

If you answered yes, we want to hear from you.

What is a Customer Experience Committee?

The Committee will make sure that WCHG hears customers views and ensure that customer priorities drive strategic decision making.

If you are interested in making a real difference to the Wythenshawe community get in touch for an informal chat with our Resident Involvement Manager:

Ben Harrison on 07957 948 594

We are holding drop in sessions at Woodhouse Park Lifestyle Centre on the **18th October 5-7pm** and Benchill Community Centre on the **21st October 1-3pm**, drop by for a drink, a bite to eat and an informal chat.



What will the Customer Experience Committee do?

We have created our Customer Experience Committee to put customers at the heart of what we do.

The committee will:

- be involved in decisions about how services are delivered
- approve service standards
- monitor key performance indicators and complaints
- work closely with our Service Review Group of customers to commission service reviews
 - commission work to scrutinise services in more detail
 - report directly to WCHG's Board

Committee members are paid £3,500. Voluntary positions are also available

The role will require 8-12 hours per month.