**Thank you for considering our draft strategy.**

We are in the process of developing two new Elim strategies and would like to hear your views and feedback as part of this process.

The Customer Service and Accountability Strategy is a new strategy which replaces the previous Engagement, Involvement and Empowerment Strategy. The purpose of this strategy is to improve our customers’ experience and satisfaction with Elim, and to provide more opportunities for customers to give their views and influence our services. The draft is available [here](https://www.elimhousing.co.uk/resident-zone/information-policies/).

If you have read this draft strategy, we would be really pleased to receive your responses to the questions below.

|  |  |
| --- | --- |
|  | |
| **Question 1**. Do you think this strategy focuses on the right issues to improve our customers’ experience and satisfaction? | |
| □ | Yes |
| □ | No |
| □ | Not sure |
|  | |

Comments:

|  |  |
| --- | --- |
|  | |
| **Question 2:** Do you agree with the three main aims of the strategy?  These aims are:   1. **Make better use of data and systems to improve our customer service** 2. **Provide more opportunities for customers to give their views and influence our services** 3. **Share a wider range of good quality and accurate performance information** | |
| □ | Yes |
| □ | No |
| □ | Not sure |
|  | |

Comments:

|  |  |
| --- | --- |
|  | |
| **Question 3:** Do you think there is anything important missing from this strategy? | |
| □ | Yes |
| □ | No |
| □ | Not sure |
|  | |

If you have answered yes, please tell us what you think is missing?

|  |
| --- |
|  |
| **Question 4:** How do you think we could improve this strategy? |
| Comments: |

**Question 5:** Please let us know if you have any other feedback below.

Comments:

Thank you very much for the time you have taken to provide feedback. Please return this form to [info@elimhousing.co.uk](mailto:info@elimhousing.co.uk) by March 6th 2024.