



## Customer Opinion and Influencing Network (COIN)



Calling all Council tenants! Why not become a COIN member and give us the heads up on the quality of the services that you receive from us as your landlord.

We are looking for tenants to join COIN to help us shape our services. Your role will be to provide views and feedback on the housing services that you receive.

Listening to our customers is important to us, in order to help us improve what we do. So by getting involved with us, you can help us develop new services as well as helping us improve what we're doing already.

We know you all have very different time commitments and ways you'd like us to get in touch with you. That's why we're really flexible and have a range of different options for you to choose from. You can:

- ring us to talk through your ideas
- share your thoughts by email
- write in with your feedback
- visit our website and outline your suggestions for how we can get better

If you want to get involved or find out more, please contact the Housing Management and Tenancy Services Section on 01623 450000 (option 1 then option 3) or by email at [coin@ashfield.gov.uk](mailto:coin@ashfield.gov.uk)



# Frequently Asked Questions

## What is COIN?

COIN is a network of tenants who share their views on the services received from the Council as their landlord.

## Who can get involved?

Any tenant who wants to have their say and share their views can get involved, either as a one off contact or over a longer period of time.

## How can you get involved?

You can:

- ring us to talk through your ideas
- share your thoughts by email
- write in with your feedback
- visit our website and outline your suggestions for how we can get better

## What sort of time commitment is it?

There is no ongoing time commitment. It can be as much or as little time as the person can spare. This could be a one off message or a more regular contact by email, phone call, letter, web or a chat in person over a period of time.

## How will we use the information we receive from tenants?

The feedback received from tenants will be reviewed by Senior Managers to identify areas of improvement. We will also share this information with our Tenants Gateway Members.

## How we will provide feedback to our tenants?

Improvements will be captured and fed back to all tenants through the Tenants Gateway, COIN Network and through our Annual Report.

## Who do you need to contact for more information?

If you want to get involved, or find out more, please contact the Housing Management and Tenancy Services Section on 01623 450000 (option 1 then option 3) or via email at [coin@ashfield.gov.uk](mailto:coin@ashfield.gov.uk)