

Update on your services

At Dunedin Canmore, we're always looking at ways to improve our services.

We asked for your views last year on our plans for a new way of working and how we can offer even better support for people in our communities.

After listening to what you told us, we've introduced new services and new ways of working.

It's an exciting time at Dunedin Canmore, and we think our ambitious plan will bring us even closer to you. You can find out more about these changes below.

Please remember, we are always here to help you. If you need any support, talk to your housing officer, call **0800 561 0088** or email talk@dunedincanmore.org.uk

Hazel Young,
Dunedin Canmore Managing Director

Tenant consultation results

We'd like to thank everyone who took the time to give us their views on our new way of working.

We asked for your feedback last year on our plans to make it easier for you to get the services you want, when you want, where you want.

Of those who responded, 95% supported our proposals for personalised services to be delivered in your own home rather than in a housing office, and over 92% backed our plans for new ways for customers to have a say in decision-making.

Your views always help shape our services, so we're grateful to everyone who took part.

We'll keep you updated as our plans take shape.



Putting our customers first

A key part of our new way of working is our new Customer First Centre.

The Customer First Centre – open all day, every day – is now your first point of contact for issues about housing, rent, repairs or anti-social behaviour and more.

With more staff than ever before, it is the fastest and easiest way for customers to get in touch. Expert staff are on hand to give you the advice and support you need to help resolve your issue there and then.

You'll get a highly personalised service from the comfort of your own home – and at a time to suit you.

The new team can also now set up appointments with welfare benefits advisors and fuel advisors on your behalf, as well as providing emergency support and booking temporary accommodation if needed.

If you need additional help, we now have a team of specialist staff available to support you too.

The new Customer First Centre also means housing officers can spend more time out in communities dealing with complex cases.

Customer First Centre staff will be available as before by phone, but the new service will also

allow customers to reach out for support via email, new online chat and other digital channels going forward.

To contact the Customer First Centre, call **0800 561 0088** or email talk@dunedincanmore.org.uk

Customer voices

We want you to have a bigger say in how we deliver your services in your home and community. Signing up to be one of our Customer Voices means you can share your ideas about how to improve services and your local area.

You'll be able to take part in surveys and online testing of new products, join our digital panels and take part in environmental improvement activities.

'Customer Voices' is part of our aim to give tenants the power to shape our future plans – such as investment priorities and project ideas – and is an important way of having your say on decisions and services affecting your neighbourhood.

Interested? Call **0800 561 0088** or email talk@dunedincanmore.org.uk



Here to help

Remember, we're always here to help you. If you're struggling to make ends meet, there's lots we can do to support you.

Our welfare benefit advisors can help you with benefit claims; our fuel advisors can help with your gas and electricity bills; EatWell can help with emergency food supplies and Home Comforts can provide free furniture for your home.

If you need help, talk to us today.

Get in touch

 www.dunedincanmore.org.uk talk@dunedincanmore.org.uk  **0800 561 0088**