

You are invited to join our Count me in club

Join our club and work with us to make SYHA a great organisation for our customers. The club is a group of SYHA customers that share their opinions with us and work with us to help improve our services.

What does being a member mean?

We are committed to reaching out to all our customers and involving you in the things you are interested in and in the ways you want to be involved. On the form we ask you a couple of questions about your interests and we will use what you tell us to invite you to be involved in the way you want to be involved.

Members of the club will also receive a regular newsletter focused on customer involvement and everyone that joins the club will be entered into a prize draw every 6 months to win £50 in High Street Vouchers.

If you join the club you can let us know at anytime if you don't want to be a member anymore.



Why we need you

- You are the best people to tell us what we can do better
- We want you to have a say in what we do
- We want you to be involved in making decisions about our services.
- We need you to help us keep improving our services for all our customers

please detach here, moisten the gummed edge, fold and seal

What are you interested in?

Tell us below what you are interested in and how you would like to get involved.

Hand your completed form to any member of SYHA staff or mail it back to us Freepost.

Alternatively complete the online form on our website www.syha.co.uk or call **0114 2900 200** or text **SYHA** to **63333** and we will call you back and take details from you.

Your details:

Name: _____

Address: _____

Postcode: _____

Telephone: _____

Mobile: _____

email: _____

Please tick all of the topics you are interested in:

- Local issues in your neighbourhood
- Improving the services SYHA's customers receive
- Looking at how SYHA is performing
- Looking at how SYHA spends money
- Looking at national issues that affect housing customers
- Something else (please tell us what)

Are you interested in getting involved by: (Please tick all that apply)

- Completing questionnaires sent to you by post
- Completing questionnaires over the phone
- Completing questionnaires by text
- Completing questionnaires by email or on our website
- Going along to a meeting in your local area
- Going along to a meeting at SYHA's Sheffield office
- Someone from SYHA visiting you at home and having a chat with you
- By helping recruit new staff
- Becoming a mystery shopper or customer inspector
- In some other way (please tell us what)

Is there anyone else in your household who would be interested in getting involved?

No

Yes Give us their name and we will invite them to join the Club too.

Name: _____

Would you like:

- To be entered in to the prize draw
- Or an entry made on your behalf for a charity of your choice to benefit if you win