

Customer Voice Guide



Customer Voice



Supporting **and** Strengthening **our** Communities

This guide introduces the different ways you can share your views and help shape Eildon's services.

Whether you're new or already involved, it's designed to be a handy reference and to make it easier for you to get started and stay informed.

Ways to get involved

There are lots of flexible ways to have your say. You may have seen some of these opportunities in our Connect newsletter or Customer Voice Strategy.

We've designed options to suit different levels of time and interest. You can choose what works best for you:

Join the 90 + members of our Customer Opinion Group (COG)

By joining the mailing list, you'll hear about all the latest opportunities and see how feedback is shaping decisions. There's no obligation—just stay informed and take part when it suits you.

Join Discussions

Take part in themed conversations online or in person on topics that matter to you.

Complete Surveys

Share your views from home at a time that suits you. Surveys run throughout the year.

Stay Informed

Receive regular updates on what's being discussed and how your feedback is making a difference.

Carry Out Mystery Shopping

We're working on how best to introduce this to see how we measure up against the customer service standards we set ourselves.

Attend Let's Talk Meetings

These in-person sessions are held at supported developments and offer a chance to speak directly with staff.

Why your voice matters

Your feedback drives real improvements. By getting involved, you can:

- Influence decisions that affect your home and community
- Receive updates on changes and progress
- Build confidence, skills, and knowledge through training opportunities
- Provide direct feedback to staff

Consulting with Customers

Eildon has been a registered social landlord since 1973, operating across the Scottish Borders. We manage over 3,000 homes in nearly 50 communities, offering a mix of general needs and supported housing.

As you can see from the map below, our customer base is widespread:



We continue to build homes that meet local needs and offer a broad range of property types.

Engaging with customers is essential, and your involvement and feedback helps to shape our services across the region.

Supporting and Strengthening our Communities

Useful Documents

The link below provides an overview of the roles and responsibilities whilst attending meetings:

<https://bit.ly/EHAWorkingTogether>

5-year Strategy: <https://bit.ly/Our5YearStrategy>

Performance Report: <https://bit.ly/2024-25PerformanceReport>

Tenants Handbook: <https://bit.ly/EHATenantHandbook>

Allocations Policy: [Allocations Policy](#)

Void Management Policy: [Void Management Policy 2012.docx](#)

More information including policies and strategies can be found on the Eildon Website: [Home Page | Eildon Housing](#)

Contact Us

If you have any questions or feedback about this guide or getting involved, please contact: Lita McHale, Community Engagement Officer:

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