



## Customer Involvement

### Consultation Portal

The [portal](#) gives you the opportunity to have a say about [Connexus Services](#).

It's a platform that puts the power into our communities' hands, giving the opportunity for feedback on a wide range of topics and services.



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**At the moment, we have no open consultations.**

See past consultations [here](#)

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### Customer Involvement Panel, get involved

The Customer Involvement Panel is made up of residents from Connexus.

The panel has a scrutiny role, looking in-depth at aspects of Connexus services and making recommendations for service improvement. They look at two services each year; their reports and agreed recommendations are endorsed by Connexus Board Members. If you want to get involved or have an idea for a topic or service which you think should be reviewed, then get in touch.



## Why you should join the Customer Involvement Panel?

- To improve services for all tenants
- Ensuring accountability to customers
- Understanding more about how the housing association works
- Improve your CV and develop new skills
- Receive training and support
- Work as part of a team

Any customers of Connexus can become a member.

**Interested?** Why not talk to the Chair or other members of the Involvement Panel to get a feel for what is involved and the benefits they have gained from it. If you feel you would like to join the Panel please [contact us](#).

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