



New Directions wants your thoughts on shaping the current and future services we deliver.



**We can work together to improve your services!**

**New Directions (Rugby) Ltd**

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## **New Directions Wants Your Feedback** (through Co-Regulation)

### **Tenants Meeting**



**What is Co Regulation?**  
The Board of Trustees at **New Directions Rugby Ltd.** want to hear your views on your life at Gateway Court. Your comments will be answered or responded to by Carol Payne, your Customer Engagement Champion.

Tell us about your views on:

- your home
- your communal room plus activities
- your garden space
- the support services you receive
- maintenance of your home



We will do this by a two way communication...

At Tenants Meetings

Questionnaires and Surveys

At Residents Meetings

On our Website

Through Your Compliments and Complaints

During Quality Visits by Board Members

With Stories in Our Newsletters

Supporting you to understand to meeting minutes

# YOUR VIEWS

Through Opportunities to Volunteer and find Employment

On Facebook

Your Life In Workshops

With DVDs and Presentations

Individual Review of Your Support

Communal Room Activities



My name is Carol Payne and I am your Customer Engagement Champion. You can talk to me by ringing 01788 576285 or email me on: [cpayne@newdirectionsrugby.org.uk](mailto:cpayne@newdirectionsrugby.org.uk).

