

# Contact us

If you have any other questions about Viewpoint please get in touch. We look forward to hearing from you.

## Policy Team

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**Genesis**  
Housing Group

## Policy Team

Genesis Housing Group

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If you need any part of this information in large print, braille, on audio tape or explained in your own language please contact us on the number below.

**020 8150 4112**

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassete áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Portugese

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Spanish

# Viewpoint: Your questions answered

**Genesis**  
Housing Group

Genesis  
Community

springboard

pathmeads

PCHA

Part of the Genesis Housing Group

## What is Viewpoint?

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Viewpoint is a new group of customers who are interested in letting us know what they think about our policies, strategies and new projects. Members of Viewpoint live in a home either owned or managed by PCHA, Pathmeads or Springboard which are part of Genesis Housing Group.

## Why should I join?

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As a valued customer, this is your opportunity to shape and influence the way we work to help us deliver better services for you. It is also a chance to tell us what is going well and what needs to be improved.

## What will I have to do?

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When we develop a policy, strategy or new project we want to get your views. We may do this through a survey or less formally, for example, through a discussion over the phone.

We may also invite you to read some of our draft documents, for example, our rent payment policy. We would like to hear your views about their content and whether you find them easy to read.

## Who can join Viewpoint?

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We are inviting customers from across Genesis Housing Group to join Viewpoint. This includes customers from PCHA, Springboard, and Pathmeads.

## How often will you contact me?

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At the most we may contact you once or twice a month. It may not be this often – some months may be quieter than others.

## What happens when I join?

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If you decide to join, we will ask you for your contact details. We will get in touch with you again when we plan a policy or strategy review, or a new project, and want to hear your views. If it is not convenient, or you are not interested in the subject, you can ask not to take part.

If at anytime you would like to withdraw from Viewpoint we can arrange that too. We would like Viewpoint to be as hassle-free as possible.

## Which topics will Viewpoint be looking at?

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Some of the things we will be looking at include: how we let our homes, how we repair our homes, and how we manage our homes.