



# improving services

**You could win one of four prizes of £25 in vouchers, just by giving us some feedback on your experience of the Trust. We are always looking for people to join our “Mystery Shopping” group, and each quarter, everyone who submits a mystery shopping report is put into a prize draw. Whether you have had a good or bad experience, we value your feedback.**

## Win £25 Voucher

To ensure that the services we provide are as good as we believe they are, we have a team of Mystery Shoppers who check the quality of service from a customer's viewpoint. This helps us understand how we can improve our services, in the best way for residents

The scheme is very flexible – you can help even if you can only spare a few minutes and calls can be fitted around family commitments like the school run or part-time working. You will be provided with training and reimbursed for any out of pocket expenses that you incur.

We would welcome applications from all, but in particular those with disabilities who would be able to test accessibility, those living in rural areas and anyone whose first language is not English. All you need is to be willing and able to fill out forms and to use a phone.

**If you would like more information on becoming a Mystery Shopper, please email [mysteryshop@vaht.co.uk](mailto:mysteryshop@vaht.co.uk) .**

**If you do not have access to email, please call 01296 732600 and ask for Steph Barnard or Faziela Dharsey.**



[www.vaht.co.uk](http://www.vaht.co.uk)

This leaflet is available in large print, on tape, on CD or by email - please call Roger Lowe on 01296 732800. If you know anyone who may need this kind of help, please contact us to let us know.

આ વતમાનપાત્રકા વઢલ આફ અયલ્સબરી હાઉસિંગ ટ્રસ્ટ તરફથા છ, જ્યાં અયલ્સબરી વેઈલ ડિસ્ટ્રિક્ટ કાઉન્સિલમાંના તમારા ઘરોની ભવિષ્યની માલિકી અને વહિવટ જુલાઈ 2008 માં પોતાના હાથમાં લેનાર છે. મફત અનુવાદ માટે 01296 425334 પર ફોન કરવા વિનંતી.

یہ نیوز لیٹر ویل آف ایلزبری ہاؤسنگ ٹرسٹ کی جانب سے ہے جو جولائی 2008 میں ایلزبری ویل ڈسٹرکٹ کونسل سے آپ کے گھروں کی مستقبل میں ملکیت اور انتظام کی ذمہ داری سنبھال لے گا۔ مفت ترجمے کیلئے 01296 425334 پر فون کریں۔



Customer Contact Centre **01296 732600**

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