

Service standard: Customer engagement

A customer guide on how to get involved and influence the services we deliver

We are committed to providing the best possible services to our tenants. To do this, we listen to what you say about our services, act on your feedback and make changes to the service we offer you.

This service standard explains how you can get involved and what you can expect from us.

How you can get involved

You can get involved by:

- Giving us your feedback, either by telephone, online or via social media
- Joining one of our customer panels
- Joining our Community of Customers: a database of customers ready to give us feedback and suggestions for improvements via groups or surveys
- Becoming a member of our Board of Management
- Becoming a member of our Customer Committee

How will we support and encourage you to get involved?

- We'll reward you for having your say either by payment or vouchers

- Pay reasonable expenses which allow you to get involved
- Support community events
- Encourage involvement from minority groups
- Provide information about our performance and customer feedback
- Provide training and development opportunities to involved customers
- We'll make our engagement opportunities as inclusive and accessible as possible
- Consult you on any changes we plan to make to our policies, procedures, service charges or services

More information

For more information about our Customer Engagement Service Standard please contact:

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Translation

By request we will do what is reasonable to provide copies of the wording of any document in another language or format.