

Customer engagement activities

Events

Total
number
of events

11 (Q4 16)



Broken down by type of event:

Door knock	8 (Q4-11)
Scheme openings / 1:1 conversation	2 (Q4-04)
Group conversations/forums	0 (Q4-01)
Large scale social events	1 (Q4-00)



Number of
customers
engaged with

960 (Q4-201)

Number of
recorded
conversations

959 (Q4-190)



Breakdown of the customers we've engaged with

Gender

(all optional completion)



Male

249

(Q4- 30)

Female

553

(Q4 -59)

Other

4

(Q4-2)

Disability

228 (Q4-20)

Average age

26-54 (Q4-26-54)

Breakdown of the customers we've engaged with

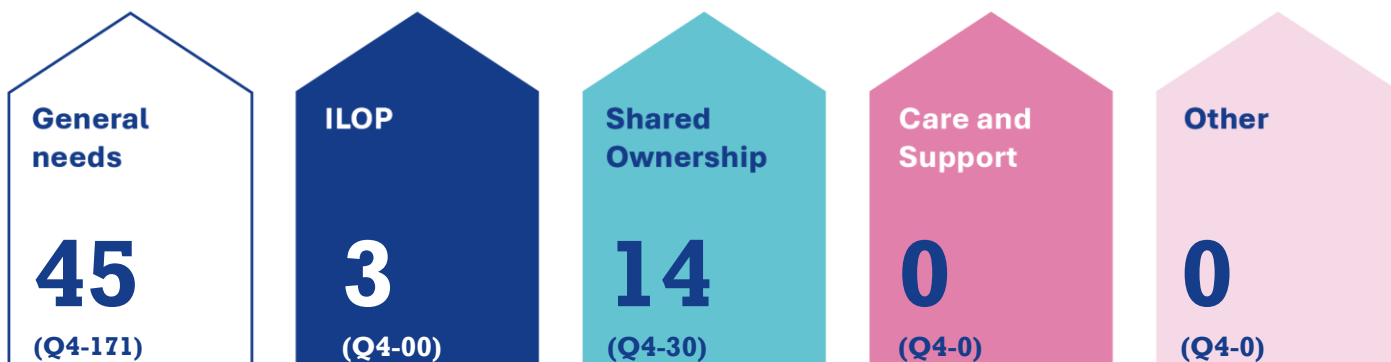


Ethnicity – we record it as below:

Asian or Asian British	41 (Q4-09)
Black, Black British, Caribbean or African	45 (Q4-03)
Mixed or multiple ethnic groups	21 (Q4-00)
White	683 (Q4-49)
Other ethnic group	4 (Q4-02)
Unknown / not disclosed	166 (Q4-138)

Engagements broken down by tenure

Not recorded in Big Door Knock Surveys



Total registered
Community of Customers

285 (Q4-179)

Customer involvement activities



**Number
of panel
meetings**

6 (Q4-6)

**Number of
current panel
members**

21 (Q4-18)



Customer oversight group

- The first full Customer Oversight meeting with new members was held on 21st May 2026, where Scott Armitage and Jane Lowe presented Quarter 4 repairs and DMC data, performance was discussed, and members considered the Renter's Rights Act, stigma in social housing, and NCHA's Big Door Knock.
- On 5th June, TPAS Associate Sam Goodwin facilitated a full-day training session on effective meetings, including listening skills and understanding performance information.
- Several members were involved in shortlisting for the staff awards on 18th June.
- The Scrutiny Lead represented COG at the Accessible Complaints Workshop, facilitated by Adrian Kilanga, on 10th June.

Scrutiny report project

- The scrutiny review into decants took place between April and June 2026.
- The Scrutiny Lead worked with two customers on the project.
- Activity included a desktop review of relevant documents and interviews with key staff.
- Report and recommendations are currently being finalised
- Q2 project subjects have been proposed and are awaiting approval

Names of policies sent out for customer review

- No policies required customer review in Q1

C & S Customer voice

- The group worked with L&D to create and finalise the Exploitation training. This is now available to all colleagues. 145 colleagues have completed this, the group continue to promote this as an important piece of learning
- The term customer will be used as standard NCHA language in place of service user , a team brief and Igloo post are due to go out to promote this
- Work is ongoing with Comms to create Cuckooing information to raise awareness of this , particularly for our vulnerable customers.

Outcomes

You said, we did, so what?

- NCHA held its biggest ever customer engagement event in May , the big door knock took a variety of colleagues from across the business away from their usual roles to each knock on 50 doors, with a customer facing colleague buddy, giving colleagues the opportunity to understand our customers and their communities better. Over 250 colleagues took part, over 5600 doors were knocked and over 900 surveys were completed or partially completed
- Some customers made contact who were not visited on the big door knock, and we have visited them and their streets since to listen to their views
- Customers told us of their circumstances during the Big Door Knock, and 665 service adjustments have been recorded, information which will enable NCHA to consider customers as individuals to adapt service provision appropriately.
- Care and Support customers said they didn't like the term service user, the C&S customer voice group worked with senior colleagues to address this and now all customers, will be called customers regardless of the service the receive.