

# Customer Experience

The Customer Experience Team works across North Wales Housing to improve our resident satisfaction, engagement and to support the delivery of sectoral leading customer service evidence by performance and resident feedback.

The team delivers the Communications Strategy, Digital Strategy and Resident Engagement Strategy, and produces content for internal and external communications across a range of media platforms to promote the reputation of NWH.

We also champion engagement to ensure our residents voice influences our business to enhance the resident experience.

## How we're doing (by the numbers)...



7 complaints 7 upheld (Oct 23-Mar 24



76%
Involved in decision making\*



compliments (Oct 23-Mar 24) 84%
Resident

satisfaction

76% told us we listen and we act\*



Find out about our complaints procedure: www.nwha.org.uk/complaint/

\* STAR survey 2023

#### What residents told us...



Be more visible



Keep us informed



Keep us updated

### Get involved...

- Resident Voice
- Resident Panel
- Resident Forum
- Annual Satisfaction Survey
- Sounding Board
- Focus Groups
- Surveys
- Consultations

# **Meet Iwan** our Resident Participation

Co-ordinator



#### Find out more...

- Resident Participation
   Strategy
- Annual Resident Report
- Action Plan

Email us at getinvolved@nwha.org.uk or visit www.nwha.org.uk

### Being social....

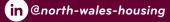
We're on X, Facebook and LinkedIn, give us a follow.











\*\*\* Watch out for our new Residents Magazine in the Autumn \*\*\*