

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)...



84%
Resident
satisfaction*

76%
Involved in
decision making*

76%
told us we listen
and we act*



We support
3000
families/individuals

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

* STAR survey 2023

What residents told us...

1 Be more visible

2 Keep us informed

3 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.



 @northwalesha

 @northwaleshousing

 @north-wales-housing

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