CUSTOMER ENGAGEMENT FRAMEWORK

Co-design	Lead	Board	Customer Committee	Homes Committee	People and Culture Committee	Audit and Risk Committee	
	Empower	Scrutiny	Repairs Service Excellence Group	Complaints and Feedback Panel	Colleague Tenant Working Group	Co-regulatory events	
	Participate	Customer Reviewers	Community Voice	Supported Housing Forum	Building Safety Forum	Community Engagement	Involved tenant away day
Influence	Feedback	Transactional surveys	Tenant Satisfaction Measures	Complaints	Compliments		
	Inform	Your area newsletters	Community voice blogs	Website	Social media	e-zines	
	Impact	You Said, We Listened	Tenant Engagement Outcomes	Together with Tenants Charter	Annual Customer Influence Report	Annual Customer Engagement Report	

KEY

- Formal Governance and Co-Regulation Structure
- Engagement Events
- Customer Engagement Structure
- Ways you can feedback to us
- How we let you know what's going on
- How we feedback to you the impact you're making