

2026/2027 Customer Engagement Programme / Calendar

We want customers to have regular opportunities to share feedback, shape services and tell us what matters most. This calendar sets out the main ways we will listen, learn and respond throughout the year, including group sessions, surveys, one-to-one conversations and wider engagement events.

Engagement activity	When it happens	What it is for
Customer engagement events	Every three months: 30 September 2026 , 6 January, 7 April, 7 July and 6 October 2027	Regular opportunities for customers to discuss shared issues, raise ideas and help shape local improvements. Sessions may be arranged by service area, such as general needs, sheltered, hostels or HMOs, or by customer group where this would be helpful.
Wider customer engagement events	Where the topic affects a wider group of customers.	Ad hoc events for wider themes such as service standards, safety, repairs, activities, support or changes to how services are delivered. Where helpful, joint engagement events may be used to support a more joined-up approach.
Move-in survey	At the start of a customer's stay.	Helps us understand first impressions, early support needs and whether customers feel welcomed, informed and safe.
Move-out survey	At the end of a customer's stay.	Gives customers the opportunity to tell us about their overall experience and what could be improved for future customers. Where possible, the survey will be sent by text or email to make it easier to respond.
Six-monthly mini survey (HWS)	Every six months.	Gathers regular feedback from customers who are staying longer, tracks satisfaction and helps us identify emerging issues early.
One-to-one customer conversations	Each month.	A small number of customers will be offered a one-to-one conversation each month. These conversations can take place away from the hostel/scheme or accommodation if preferred and provide a more personal way to share honest feedback, especially for customers who may not want to speak in a group setting.
Property Services post-work feedback	After Property Services work has been completed.	Helps us understand satisfaction with the quality of works, communication, timeliness and follow-up.
Damp and mould survey	Every six months.	Supports early identification of damp, mould and condensation concerns, so we can monitor patterns and arrange timely follow-up action.
Targeted customer workshops	Every three months, linked to the customer engagement cycle.	Brings interested customers together to review policies, discuss customer-facing changes and support meaningful co-production.
Customer engagement feedback review	One month before each engagement event: 2 August, 2 November, 3 February and 2 May.	Feedback from meetings, surveys, one-to-one conversations, post-work questionnaires and damp and mould surveys will be reviewed regularly, so themes can inform future engagement sessions and service improvements.



You said, we did

We will regularly review feedback from customer meetings, surveys, one-to-one conversations, post-work questionnaires and damp and mould surveys. Where customers tell us something needs to change, we will look at what action can be taken and share updates on what has happened as a result. These updates may be shared in house meetings, on noticeboards, by text, by email, on our website, or during individual conversations. We will aim to make updates clear, honest and easy to understand.

You said	We did
Customers told us what is working well and what could be improved.	We reviewed the feedback, agreed actions where needed and shared updates on progress.
Customers raised themes about repairs, safety, communication, support or activities.	We used this feedback to help improve services, follow up issues and plan future engagement sessions.