

HousingExecutive

NIHE

Delivering the Best

Mags Lightbody

Director of Transformation

Northern Ireland Housing Executive

The best tenant engagement...



HousingExecutive

Listen to all, engage with all...



HousingExecutive

Use all available channels....



HousingExecutive

Make the most of social media....



HousingExecutive



Listen – Hear - Improve

Tenant surveys

Mystery shopping

LEAN reviews

Continuous Tenant Omnibus Surveys

HousingExecutive

Design the services & engagement to suit the tenants.....



HousingExecutive

One size doesn't fit all....



HousingExecutive

Learn from other businesses....



HousingExecutive

Nothing about us, without us, is for us!

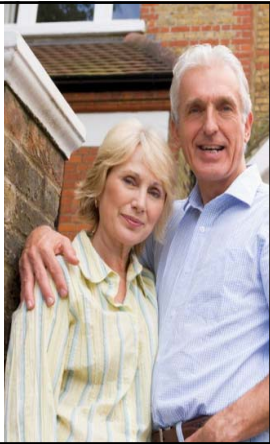


HousingExecutive

Your views will impact on the final shape and outcomes...



Your home
Your neighbourhood
Your future
Your voice



HousingExecutive
