

A photograph of two Black women sitting on a wooden bench outdoors, laughing heartily. The woman on the left is wearing a yellow and blue plaid shirt, sunglasses, and a black bag. The woman on the right is wearing a black shirt and has her sunglasses hanging from her neck. The background is a blurred green landscape. A large orange and yellow graphic element with diagonal lines is in the bottom right corner.

NHG

Customer report

**WORKING BETTER TOGETHER
FOR OUR RESIDENTS**

2025/26

A fairer London

We are driven by our purpose – to contribute to a fairer London where everyone has a place to call home. We exist to provide safe and quality homes for people who would otherwise struggle to afford them. Our residents are our number one priority.

Our people are compassionate and committed, and we take pride in what we do every day. We listen to our residents and provide homes and services that enable them to thrive.



Our story



A home provides the basis for a stable and healthy society, but the capital's housing crisis means that for too many Londoners a home is out of reach.

We are a not-for-profit registered provider of social housing, regulated by government. Founded in the 1960s to address slum conditions in west London, we're now one of London's largest charitable housing associations and a leading advocate and trusted partner to local councils and government, giving Londoners a base and community from which to achieve their potential.

We are both a landlord and a developer, with more than 66,000 existing homes and 2,440 more in our pipeline over the next five years, and a well-established commercial business from which we reinvest surpluses to support the provision of below market-rent homes across the capital.

Powered by over £1bn of investment into our homes over the next ten years, we're on a mission to improve how we deliver even better-quality homes, services and communities for our 130,000 residents.

We are committed to returning to regulatory compliance and being able to build even more new affordable homes in the future. To build trust and reputation with our residents and wider society, we will continue to simplify and transform how we are organised and how we work.

A photograph of two women standing in front of a red door. The woman on the left has short blonde hair, wears glasses, a blue cardigan, and a rainbow lanyard. The woman on the right has short reddish hair, wears glasses, and a dark grey sweatshirt with the text 'LOVE ALWAYS' and 'WINN' visible. The red door behind them has a circular sign that reads 'BEWARE OF THE LABRADOR'.

About this report

This report concentrates on issues that directly impact those who live in our homes and use our services. It includes information about how we're performing against new consumer standards introduced on 1 April 2024. Set by the Regulator of Social Housing, the consumer standards include a requirement for all social housing providers to report performance against a specific set of tenant satisfaction measures. Our results are covered in this report alongside other internal metrics. Our customer report is complemented by two other annual publications, relevant both to investors and other stakeholders, including residents, our most important customers. Our annual report and financial statements document focuses on financial performance to reassure our funders that their investments are sound. At the same time, it demonstrates the vital contribution those investments make to our residents' lives. Our environmental, social and governance report shows how we continue to provide genuine social value, including through the introduction of more sustainable practices to tackle climate change.



All publications are available on our website at www.nhg.org.uk/publications.

Welcome from our chief customer officer



This report is an important opportunity to be open about how we are performing for residents, where we are meeting expectations, and where we are not. It forms part of our commitment to transparency and accountability, and sits alongside our annual report and financial statements and our environmental, social and governance (ESG) report.

I joined Notting Hill Genesis earlier this year with a very clear remit: to improve our services for residents and help create an organisation that consistently delivers a great customer experience.

Having spent my first few months listening to residents, reviewing performance and meeting colleagues across the organisation, one thing has become immediately clear: too often, the service we provide is simply not good enough.

The feedback we receive through our Tenant Satisfaction Measures, complaints, surveys and day-to-day conversations tells us that many residents are

frustrated by their experience of our services. Residents have told us about repairs taking too long, communication that is unclear or inconsistent, and situations where we have not delivered on the standards people rightly expect from their landlord.

It is important that we acknowledge this honestly. While this report highlights some positive work taking place across the organisation, we know that for many residents those improvements have not yet translated into a consistently better experience. We cannot be satisfied with that, and neither should our residents.

My focus since joining has been on listening and learning. I have spent time hearing directly from residents about their experiences, understanding what matters most to them, and working

with colleagues to identify the changes needed to deliver better outcomes. Those conversations have reinforced an important principle: lasting improvement cannot be something that is done to residents. It must be created with them.

That is why we have launched our Every Voice campaign and our largest resident engagement exercise to date. Thousands of residents have already shared their views on how they want to engage with us, influence decisions and shape services. The response has been incredibly valuable and demonstrates the commitment residents have to helping us improve. The findings will directly inform our future resident engagement strategy and the way we work together going forward.



“**Lasting improvement cannot be something that is done to residents. It must be created with them.**”

We are committed to co-creating our improvement journey with residents. We know that rebuilding trust and improving services across an organisation of our size will not happen overnight. Meaningful and sustainable change is likely to take several years, and we are planning on that basis. Our aim is not to deliver a series of short-term fixes, but to make lasting improvements that residents can see and feel in their day-to-day interactions with us.

This year our immediate priorities are clear. We must improve our repairs service. We must communicate better with residents and keep people informed. We must not only respond to complaints more effectively, but learn from them, using feedback to address the root causes of poor service and prevent problems from happening again.

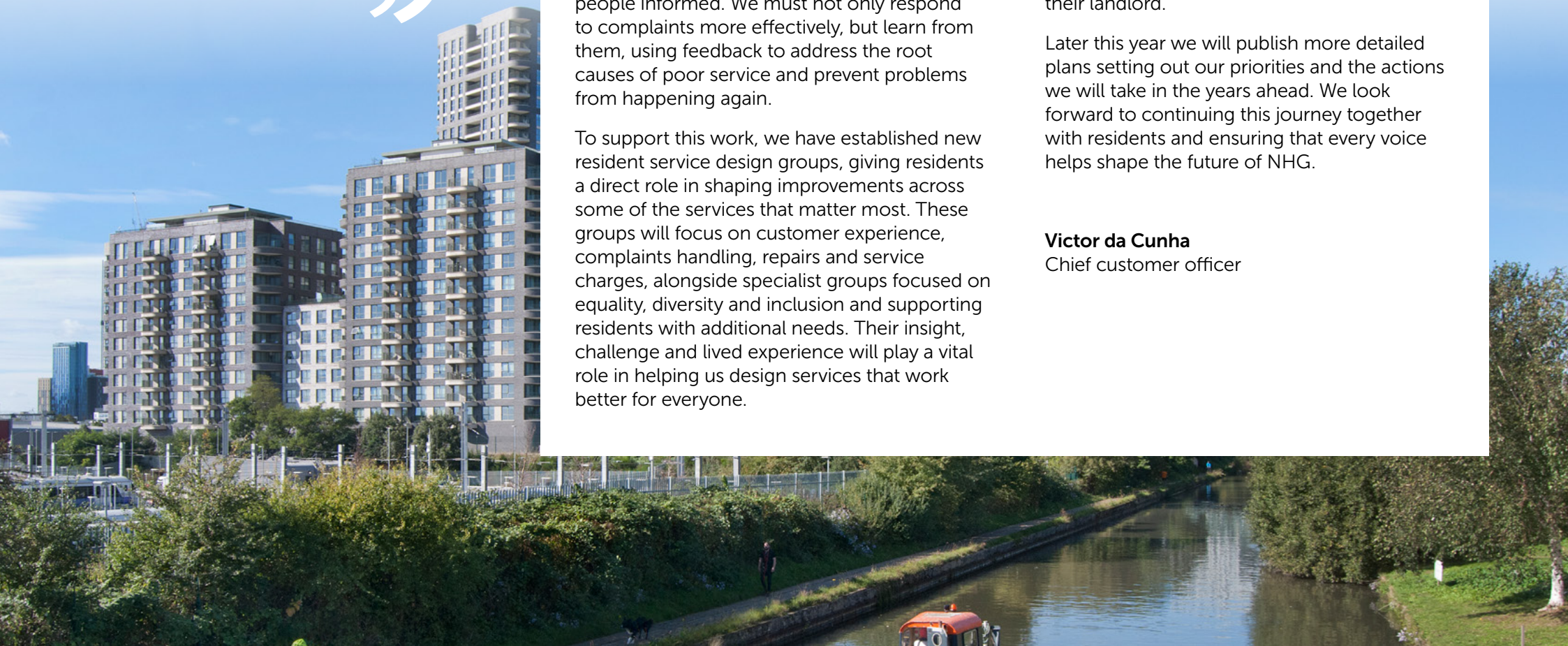
To support this work, we have established new resident service design groups, giving residents a direct role in shaping improvements across some of the services that matter most. These groups will focus on customer experience, complaints handling, repairs and service charges, alongside specialist groups focused on equality, diversity and inclusion and supporting residents with additional needs. Their insight, challenge and lived experience will play a vital role in helping us design services that work better for everyone.

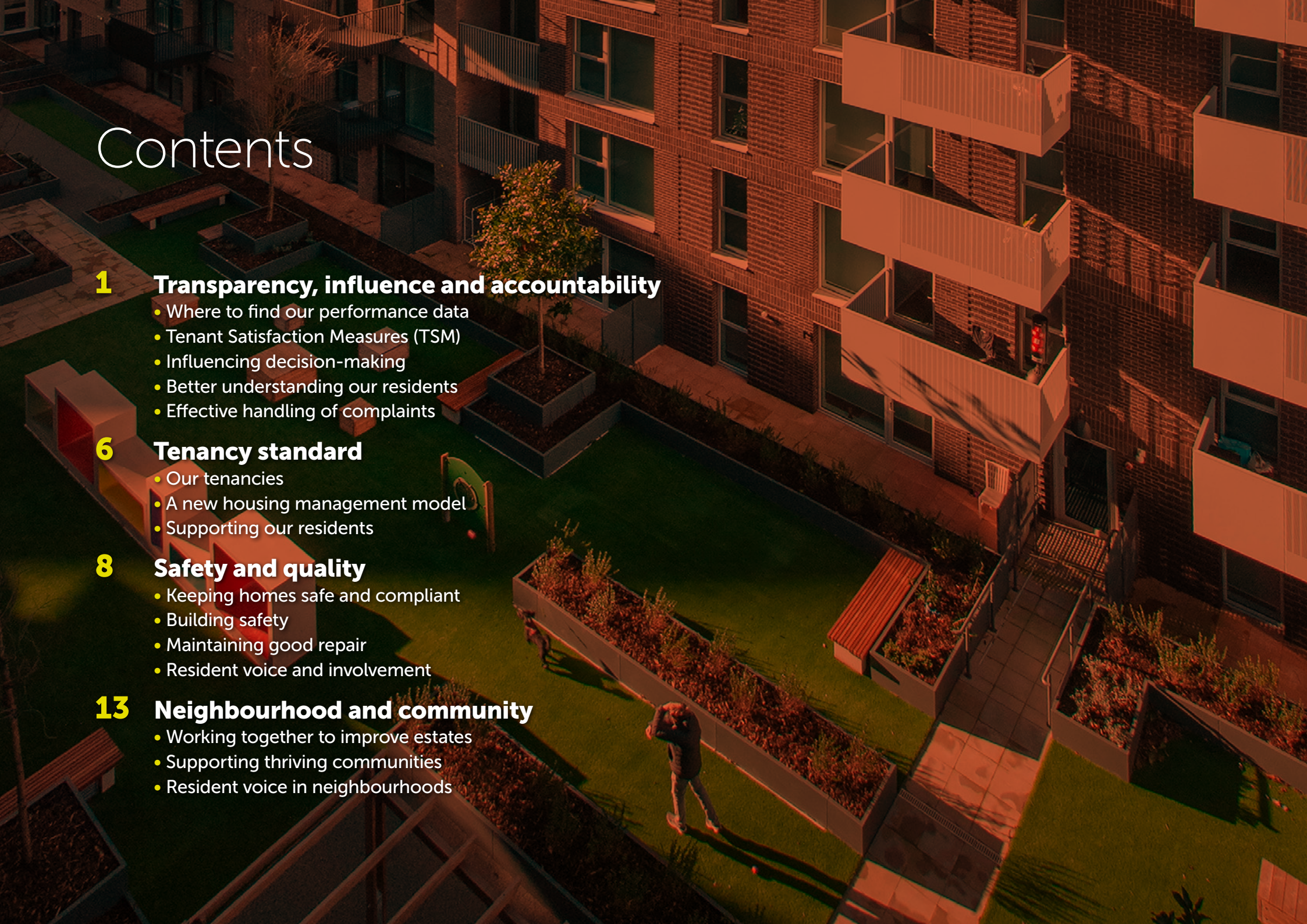
The year ahead will be a significant period of change for NHG. We will be reviewing and improving roles, processes, systems and ways of working across our customer services teams. Inevitably, change on this scale can create disruption at times. However, we are committed to being open about that process and keeping residents informed as we move forward.

At its heart, this programme is about returning to first principles: listening to residents, understanding what matters most, and delivering the safe, reliable and respectful services people should be able to expect from their landlord.

Later this year we will publish more detailed plans setting out our priorities and the actions we will take in the years ahead. We look forward to continuing this journey together with residents and ensuring that every voice helps shape the future of NHG.

Victor da Cunha
Chief customer officer





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Transparency, influence and accountability

This standard requires all registered providers of social housing to collect and report annually on their performance using a core set of defined measures. These Tenant Satisfaction Measures (TSMs) are designed to provide residents with greater transparency about their landlord's performance and to help us deliver on our commitment to listen and act on what you tell us.

We know that clear and accessible reporting also helps build trust. By providing regular, detailed information, we aim to make it easier for residents to challenge us when we fall short and to let us know where improvements have been made.

Where to find our performance data

We know it is important that residents can see how we are doing and hold us to account for the promises we make. That is why we publish a range of performance information on our website throughout the year.

As well as this annual customer report, which includes our results against the Tenant Satisfaction Measures, we share quarterly performance updates online covering areas that residents have told us matter most, like repairs, compliance checks, complaints handling and anti-social behaviour cases. In addition we have been reporting on a quarterly basis to residents our progress against our regulatory compliance plan agreed with the Regulator of Social Housing.

Our website also shows our full complaints performance and service improvement report, as well as our self-assessment against the Housing Ombudsman's complaint handling code, so you can see how we are performing and where we are taking steps to improve.

Our website is a key part of sharing information with residents, with easy access to information about your home, local services and ways to get involved.

Connections, our regular e-bulletin, brings together news and performance highlights every other month for residents who have provided email addresses, while residents who

prefer printed information receive a hard copy magazine version twice a year.

Our Voice of the Customer feedback tool has continued to help us capture real-time insights about the services residents receive including repairs, visits, planned work and after calls they make to our customer services team. This means we're able to use performance data to assess the how residents feel about the services we deliver and understand where improvements need to be made.

We also host regional residents' meetings to share and explain our performance trends, answer questions, and discuss what we are doing to address any areas where performance is not meeting expectations.

In preparation for the upcoming Social Tenant Access to Information Requirements (STAIRs) we have started making it even easier for our customers to find important information about the homes we manage, the services you receive, and us as a landlord. The STAIRs standard mainly affects our social housing tenants and shared owners owning less than 100% of the property equity in their home.

The regulation requires us to publish certain information about how we run our business and the management of our homes under a publication scheme. We'll regularly monitor and review the information included in the publication scheme to ensure it's up-to-date and accurate. You can find out more at www.nhg.org.uk/stairs.

Tenant Satisfaction Measures (TSM)

Our TSM results are published in full on our website, with breakdowns for low-cost renters (LCRA) and low-cost homeowners (LCHO). This year we heard from **3,581** residents through our independent perception survey, carried out by TLF Research between May 2025 and March 2026. The sample was carefully balanced across age, region, ethnicity and housing types to ensure our results are representative.

Residents told us what they value most and where they want to see greater consistency. For example, **58.1%** said they were satisfied with a repair in the last 12 months and **61.5%** feel safe in their home, but a lower **51.8%** felt that their home was well maintained. While **59.7%** agreed that our staff treat them fairly and with respect and **57.3%** were satisfied we kept them informed about things that matter to them, only **40.4%** of residents told us they feel we listen to their views and act on them.

Together, these results are a strong signal to all of us at NHG that we are falling short of the expectations of our residents. We hear our residents and recognise the absolute need for change.

All of us at every level are fully committed to transforming our business to meet their needs and deliver the great service that they deserve.

Getting repairs right remains one of the biggest drivers of satisfaction and complaints, and the most common cause of dissatisfaction is when jobs are not completed first time and residents are not kept informed.

Over the past year, we've appointed three contractors to deliver a new and improved repairs service designed with input from residents. This is a critical service for the organisation and our customers and having three partners working in defined geographical areas, helps us to deliver a more efficient and effective repairs service, which should be reflected in improved customer satisfaction in the future.

We will continue to focus on increasing the proportion of residents who feel we listen to them and treat them with respect by strengthening our contact centre, specialist teams and local presence so that queries are dealt with fully and fairly.

Our aim is that by combining clearer communication, better systems and more staff training, we will steadily lift satisfaction scores year on year. Regular resident feedback will continue to guide our approach and help us identify what works well and what still needs to change.

 Keeping properties in good repair	Low cost renter results	Low cost home owner results	Other tenure results
Satisfaction with repairs	58.1%	n/a	n/a
Satisfaction with the time taken to complete most recent repair	57.4%	n/a	n/a
Satisfaction that the home is well maintained	56.6%	30.4%	51.2%
 Maintaining building safety	Low cost renter results	Low cost home owner results	Other tenure results
Satisfaction that the home is safe	65.6%	46.4%	57.6%
 Respectful and helpful engagement	Low cost renter results	Low cost home owner results	Other tenure results
Satisfaction that the landlord listens to tenant views and acts upon them	46.6%	16.2%	35.4%
Satisfaction that the landlord keeps tenants informed about things that matter to them	61.9%	41.2%	52.9%
Agreement that the landlord treats tenants fairly and with respect	64.3%	42.2%	57.0%
 Effective handling of complaints	Low cost renter results	Low cost home owner results	Other tenure results
Satisfaction with the landlord's approach to handling complaints	26.0%	11.7%	21.9%
 Responsible neighbourhood management	Low cost renter results	Low cost home owner results	Other tenure results
Satisfaction that the landlord keeps communal areas clean and well maintained	56.4%	41.2%	46.6%
Satisfaction that the landlord makes a positive contribution to neighbourhoods	54.5%	24.2%	45.6%
Satisfaction with the landlord's approach to handling antisocial behaviour	57.2%	24.9%	46.8%

Tenant satisfaction measure – overall satisfaction

Our satisfaction score this year for low-cost renters was **52.5%** and for low-cost homeowners at **24.0%**. To reiterate to our customers, these results are not acceptable to us at NHG, and we are committed to transforming our business to improve our homes and our services.

We are taking steps to improve on these scores, through investment in our homes, changing how we deliver our services and improving the quality and pace of our response.

This is not an overnight change. But by tracking performance closely, listening and acting on feedback, and following through with our compliance plan, we aim to rebuild trust and deliver the standard of services that you rightly expect.

46.6%

Taking everything into account, how satisfied or dissatisfied are you with the service provided by NHG?

All resident combined score

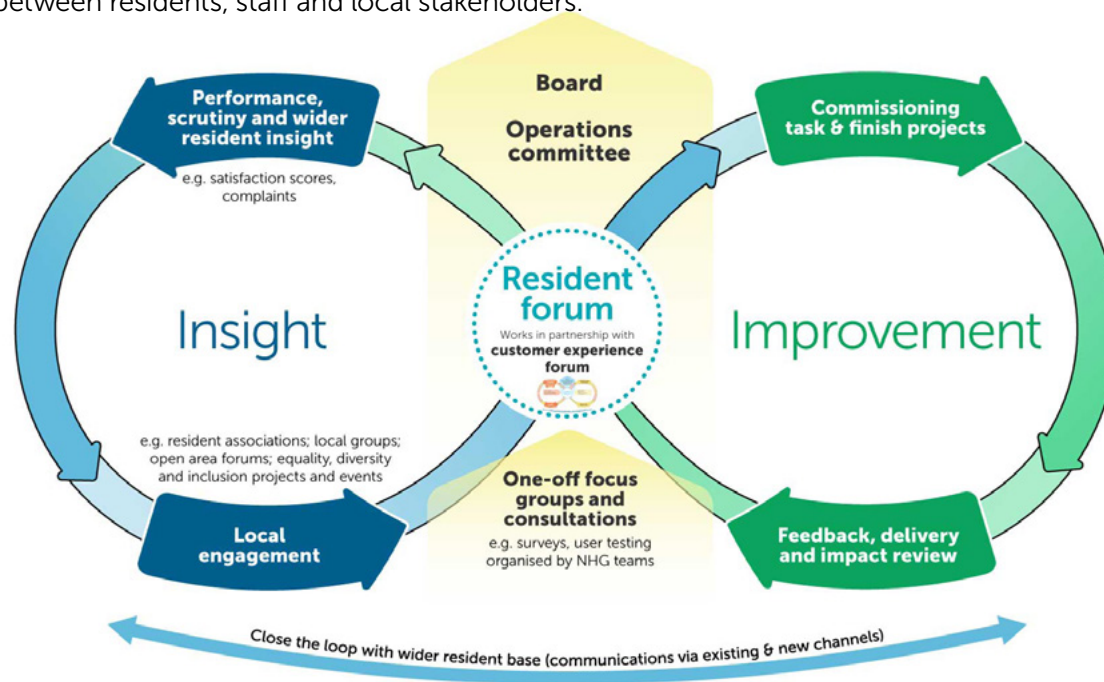
Transparency, influence and accountability



Influencing decision-making

Over the past year, we have continued to strengthen relationships between residents and NHG, ensuring residents have meaningful opportunities to influence decisions, shape services, and contribute to their communities. We expanded opportunities for direct dialogue, gathered resident feedback to inform service improvements, and worked closely with operational teams to ensure resident insight helped drive positive change.

A key focus has been making involvement more inclusive and accessible. We have reached a broader range of residents, reduced barriers to participation, and provided different ways for people to get involved. Alongside this, we supported community-led activities and helped residents develop confidence and skills, contributing to stronger partnerships between residents, staff and local stakeholders.



At the centre of the model is our resident forum, which acts as the main group overseeing how residents are involved in shaping services and holding us to account.

In 2025/26 the resident forum has continued to meet bi-monthly, maintaining a strong focus on influencing and improving services for residents. Throughout the year, the forum has worked closely with key strategic groups, including the homes committee, ensuring that residents' perspectives help shape organisational priorities and decision-making.

Residents co-designed the Resident Forum logo and website, creating a clear identity and accessible platform to promote involvement opportunities. The Forum also helped shape the delivery plan for NHG's Asset Strategy, ensuring residents' lived experiences informed plans for investment in homes and neighbourhoods.

The Resident Forum continued its scrutiny role by reviewing Resident Involvement KPIs through NHG's quarterly performance scorecard, challenging performance, highlighting areas for improvement and strengthening accountability. Residents also worked with NHG to co-create a new complaints survey, to ensure learning and service improvements focus on what matters most to residents.

We also held targeted engagement sessions with residents with lived experience of vulnerability, disability and sheltered housing. Feedback from these conversations is helping us improve accessibility, communication and the way we engage with different resident groups.

We're currently talking to residents to help inform our new resident engagement strategy, which will outline how residents want to engage with us. This will set a clear direction and ensure resident views remain at the heart of our organisation.

Better understanding our residents

Our Know Our Customer project has continued to build a fuller understanding of residents' needs, so we can tailor services more effectively. By improving the data we hold about our residents we can better tailor our service to them.

This year we consulted residents about better understanding vulnerability. Using a survey and focus group workshops we developed a new tool to allow residents to indicate whether they required any service adjustments for us to better deliver services to them. A key change resulting from the resident consultation was a move away from using the term vulnerability to help reduce stigma.

The new function allows us to succinctly capture any needs, health conditions or personal circumstances residents choose to disclose to us, enabling us to tailor our service to them, improve service delivery and meet regulatory requirements.

Since launching the new tool has captured service adjustments for **48.4%** of our households (up from 2.5%) with **12,681** households sharing their need for an adjustment or the presence of a health condition with us. This data is already being put to good use to help tailor our services, informing the triage process for damp and mould cases, as well as supporting our readiness for the introduction of significant hazards.



Effective handling of complaints

We know how important it is to put things right when you tell us something has gone wrong. This year, we received **10,258** stage one complaints, a significant increase on last year's figure.

The centralised complaints service launched in 2024, has improved access and created a clearer route for residents to raise dissatisfaction. Higher complaint volumes also reflect continuing service pressures, particularly in repairs, property condition and communication.

Of those expressions of dissatisfaction **18%** were resolved in service recovery, meaning the issue was resolved quickly to the residents' satisfaction prior to a formal complaint, with **96%** of these resolved within five days.

Our aim is to make sure more complaints are resolved at the first stage, with fewer delays and better communication. While we increased our responses on time to **86.6%** of stage one complaints and **72.3%** of stage two complaints, we know there is more to do. We have added additional investigators to the complaints service to ensure we are able to provide prompt responses to complaints from residents. We also introduced a complaints satisfaction survey, which was co-created with residents, to get feedback from those who have experienced the complaints process. This feedback will be used to further improve the service we offer to residents making complaints.

The Housing Ombudsman Service determined **257** complaints which NHG residents had raised with them. We are pleased to see a reduction in maladministration findings, and an increase

in findings of reasonable redress over previous years.

Learning from complaints is shared with service areas, so the root causes of poor experience can be understood and used to improve services to residents.

This year we also commissioned an independent internal audit of our complaints service. The audit found that our complaints framework is stronger and that the centralised complaints service is becoming more established. It also confirmed that we need to do more to make the experience more consistent for residents, especially when a complaint needs input from several different teams.

The findings highlighted areas where we need better systems, clearer tracking of actions, stronger monitoring of Ombudsman deadlines, and better evidence that agreed actions have been completed. We are using these findings alongside complaint data and resident feedback to improve how we follow through, communicate progress and learn from what has gone wrong.

We are bringing the audit recommendations into our Resident First Programme so that improvements to complaint handling are part of wider changes to customer experience, service recovery and accountability. Our aim is to use complaints, audit findings and resident feedback together to fix the causes of repeated problems and reduce avoidable dissatisfaction.

Full details of our complaints performance including our annual complaints report can be found online at www.nhg.org.uk/your-community/how-we-are-performing/complaints-performance/.

Complaints	Low cost renters	Low cost home owners
Number of stage one complaints received per 1,000 homes in management.	176.0	138.8
Number of stage two complaints received per 1,000 homes in management.	55.9	50.7
Stage one complaints completed in time % of complaints at stage one responded to within the complaint handling code timescales	90.8%	91.6%
Stage two complaints completed in time % of complaints at stage two responded to within the complaint handling code timescales	71.2%	73.7%

Tenancy standard

This standard sets out how we manage our tenancies — including how we let homes, support residents to sustain their tenancies, and make sure everyone has clear information about their rights and responsibilities.

As secure home gives people the foundation they need to build stable, fulfilling lives. That's why we are committed to improving every aspect of how we manage and support tenancies across all our homes.

Our tenancies

Our purpose is to provide secure, well-managed, affordable homes to people who need them. This year, we continued to improve how we know and understand our residents so we can respond quickly when issues arise, and work with people to prevent tenancy failure wherever possible.

Our local housing officers continue to visit residents in their homes to check on wellbeing, property condition and living conditions. Our local teams provide practical advice and signpost people to support services when needed.

This year we focussed on visiting the residents who need us most rather than visiting all residents. These visits were targeted through our Winter Plan and helped us better understand resident needs and tailor our services alongside the "Know Our Customer" project.

We see proactive contact as key to picking up early warning signs before problems escalate; whether that be damp and mould, rent arrears, or concerns about safety and wellbeing.

Winter Plan

Supporting residents through the winter months remained a key priority. Our Winter Plan brought together housing, customer service, property services and tenancy support teams to ensure residents could access the help they needed during a period when demand for services typically increases. The plan focused on proactive resident engagement, support for vulnerable households, maintaining critical repairs services, and helping residents access financial and wellbeing support.

A central feature of the plan was a programme of targeted resident visits. Households identified as potentially requiring additional support were contacted and, where appropriate, visited to understand their circumstances and connect them with relevant services. The programme was supported by regular performance monitoring throughout the winter period to ensure progress was maintained and that teams could focus efforts where support was most needed.

Performance against the winter visit programme improved

steadily throughout the season. By February 2026, **41%** of planned winter activities had been completed, with performance varying across regions. Continued focus and operational oversight resulted in completion levels increasing to **83%** by March 2026, demonstrating significant progress in reaching residents identified through the Winter Plan.

Alongside the visit programme, residents were provided with advice and support relating to energy costs, financial wellbeing, damp and mould prevention, heating and hot water, and access to local support services. Additional operational arrangements, clear escalation routes and enhanced oversight during the Christmas and New Year period helped ensure services remained responsive to residents throughout the winter months.

By taking a proactive and coordinated approach, the Winter Plan strengthened our ability to identify residents who may need additional support, respond quickly to emerging issues, and help residents stay safe, warm and supported during the most challenging months of the year.

Supporting our residents

Feeling secure at home is about more than paying your rent on time. Working with residents our colleagues are able to provide practical advice, financial support and early help when issues arise, so people can stay settled in their homes and communities for the long term and avoid financial disruption.

Our specialist in-house welfare benefits team supports residents to maximise their income by challenging decisions and helping with new benefit claims. In 2025/26, the team received **1,289** referrals and recovered more than **£4 million** in revenue for our residents. The team also provides support with submitting discretionary applications to help reduce rent arrears, which relieves pressure on tenants' household finances.

We also awarded over **£236,000** through our hardship fund, including **269** emergency food awards, an increase from 236 in 2025/26. The hardship fund supports households in need with the cost of essential household items such as white goods and, in doing so, eases financial pressure and reduces the need for high-interest borrowing.

We know that rising living costs can put many households in a precarious position. By investing in trained staff, partnerships with advice services and clear communication, we aim to catch problems before they become unmanageable.

We also invested in local community initiatives that help families build stability and confidence. For example, funding through Tutors United enabled children to attend free tutoring sessions and homework clubs, giving parents greater confidence their children will stay on track at school.

Through our Supported Housing Impact Fund, we worked closely with trusted partners to deliver extra help for residents with more complex needs, including those with health conditions or at risk of isolation. This practical support helps people live independently, feel safe and build lasting connections in their community.

This joined-up approach, from hardship help and benefit advice to community-led projects, supported by our new local housing office model, ensures residents know who to turn to for the right support at the right time.

Through our Community Culture Fund, we awarded eight grants to support resident-led projects and activities across our regions, empowering residents to bring their ideas to life and strengthen connections within their communities.

The funded activities focused on celebrating Equality, Diversity and Inclusion (EDI) while encouraging greater community cohesion. Projects included communal gardening and skills-sharing workshops, as well as a cultural food swap lunch, creating opportunities for residents to share experiences, learn from one another and celebrate different cultures.

A key strength of the programme was that the ideas came directly from residents, ensuring activities reflected the interests and needs of local communities. Feedback from participants highlighted the positive impact of the fund, with residents reporting that the projects helped to break down barriers between neighbours, reduce feelings of isolation and foster stronger, more supportive community relationships.



Safety and quality

This standard sets out how we keep the homes we manage safe, secure and well maintained for everyone who lives in them. We are committed to meeting all legal and regulatory requirements while continuing to improve the quality of our repairs and maintenance services.

Keeping residents safe and ensuring homes are comfortable to live in is our top priority. This section explains how we're making progress through robust safety checks, reliable repairs, and proactive inspections.

Keeping homes safe and compliant

Safety checks are prioritised throughout the year to make sure homes remain safe. This included regular inspections, statutory checks, upgrades and new work programmes to meet evolving safety standards. In 2025/26, **61.5%** of residents said they feel safe in their home.

In addition to meeting all statutory requirements, our teams work closely with residents to make sure everyone understands what these safety checks mean for their home and what to do if they have concerns.

Building safety

Maintaining the safety and quality of our homes is central to our work. At 31 March 2026, **99.63%** of our homes met the national decent homes standard.

We made significant progress on fire risk hazards and seven other standard compliance measures during 2025/26, continuing to work closely with our appointed agents and other service providers to assure the safety of our residents.

We are committed to meeting all our responsibilities under the Building Safety Act. In line with the requirements the Act, by the end of 2025/26 we had responded to eleven invitations from the Building Safety Regulator to apply for a Building Assessment Certificate (BAC). Seven of these resulted in a Building Assessment Certificate being issued. One resulted

in a non-compliance notice being issued as freeholder-commissioned works affecting non-NHG residents remained a work in progress. The remaining three applications remain pending an outcome. The Building Safety Regulator is currently reviewing the approach to BAC applications as part of a wider review of the building safety regime, in the meantime NHG continues to create building safety cases for all buildings in scope.

Our dedicated building safety managers carry out regular inspections, keep safety records up to date and provide residents with a clear point of contact for any safety concerns.

This type of direct engagement is helping residents feel more confident that their concerns are listened to and addressed quickly, which helps building trust that our teams are taking every step to keep residents safe.

Maintaining good repair

Our Tenant Satisfaction Measures show that **58.1%** of residents are satisfied we keep their home in good repair, highlighting how important it is to get this right the first time.

In 2025/26, we spent **£146.9m** on day-to-day repairs and completed **156,000** cases, up from a spend of £114m and 147,000 cases in the previous year.

The work of our repairs teams is focused on three resident-led requirement areas: completing a repair on the first visit; contractors attending on time; and contractor communications with customers.

Repairs completed at the first visit increased significantly from 69.6% in March 2025 to **78.4%** a year later.

Standard repairs completed on time also rose, from 74% over the same period to **81.2%** this year.

For day-to-day emergency repairs completed on time, there was an increase from 91.9% in March 2025 to **92.5%**.

Residents tell us that clear communication and timely updates are just as important as the repair itself, so our repairs model aims to ensure jobs are booked and tracked efficiently, with clearer lines of communication to the resident.

Over the past year, we've appointed three contractors to deliver a new and improved repairs

service designed with input from residents. Over 1,000 residents and our operational colleagues took part through a survey and several in-person and online events. These insights and experiences have shaped a contract that puts customer experience, quality and accountability at the heart of everything we do. This is a new framework for accountability and service improvement. With real-time visibility, stronger customer focus, and clear consequences for underperformance, we are in a better position to deliver repairs and maintenance that residents trust and colleagues can be proud of.



Resident voice and involvement

Residents have helped shape how we deliver our repairs and safety services. For example, over the past year residents have helped us select contractors for our new repairs contracts and help shape how we capture service adjustments. As a result our processes are both more practical and better matched to what residents expect.

Involving residents early allows us to identify potential problems in our approach and make sure our systems are clear, fair and easy to navigate.

In 2026/27 we will launch six new resident thematic groups as part of our commitment to strengthen resident influence and ensure that resident voices help shape the services that matter most. Building on the work of our Resident Forum, these groups will provide opportunities for residents to work directly with colleagues on specific service areas, helping us understand what is working well and where improvements are needed.

The thematic groups focus on key areas that have the greatest impact on residents' day-to-day experiences, including repairs, complaints and service charges, with additional groups being developed in response to resident feedback and areas of highest interest. Residents involved in these groups will review services, share lived experiences, challenge our thinking and help design improvements alongside colleagues. The groups will also receive training and support

to ensure they can participate confidently and effectively.

Alongside the creation of these groups, we have been working with residents and colleagues to develop a new resident engagement strategy. The strategy is designed to create more inclusive, meaningful and accessible opportunities for residents to influence decisions, scrutinise performance and shape the future of our services. Through engagement activity across the organisation, we are gathering feedback on how residents want to be involved and ensuring our approach reflects the diverse needs, interests and experiences of our communities.

The thematic groups are a key part of our wider Every Voice approach to resident engagement, which aims to move beyond consultation and towards genuine co-design and partnership working. Together with the Resident Forum, regional meetings, consultations and project groups, they will help ensure resident insight directly informs decision-making, service improvements and strategic priorities across NHG.

By creating more ways for residents to get involved, we are strengthening accountability, improving transparency and ensuring services are designed with residents rather than for residents. This reflects our commitment to putting resident experience at the heart of everything we do.



Get involved

Resident involvement and engagement are a vital part of our efforts to ensure that residents remain at the heart of what we do at Notting Hill Genesis and there are plenty of opportunities to get involved in areas that matter to you.

Our aim is to attract a more diverse range of voices to take part in projects and activities that improve the services you receive. Depending on the time you can give and the interests you have, offering different ways to get involved such as scrutiny projects, one-off meetings or consultations, as well as local engagement opportunities such as regional meetings and drop-in sessions, means the model remains inclusive and flexible for all our residents.

Find out more about all the latest opportunities to get involved and sign up to receive updates at www.nhg.org.uk/your-community/get-involved



CASE STUDY: **Enhancing community**

Our Community Culture Fund (CCF) is an initiative run by our resident involvement and engagement team, designed to help residents celebrate and promote diversity, equality and inclusion in their communities.

Residents can apply for financial support to run a project or event that brings people together and strengthens community spirit. The fund is designed to make applying for monetary support simple and accessible with no lengthy forms or complicated processes.

During 2025/26, the resident engagement team received a total of 12 applications of which 10 were approved, resulting in the allocation of £1,600 to support resident-led projects and activities.

The successful applications covered a diverse range of initiatives, including gardening projects, community social events, and the purchase of two remembrance benches for a sheltered housing scheme, all aimed at enhancing community wellbeing and fostering stronger neighbourhood connections.

One particularly successful project focused on engaging young residents through creative arts activities. Open to residents of all ages and backgrounds, the event encouraged participants to come together, share ideas, and contribute to enhancing the communal garden used by the wider community. These activities provided opportunities for creativity, social interaction, and community pride, while helping residents leave a lasting and personal contribution to their shared outdoor space.

CASE STUDY:

Opportunities for young people

The Woodberry Down Pavilion is a powerful example of how we are helping to create opportunities for young people while strengthening the local community. Through our partnership with the London School of Architecture, Hackney Council and Berkeley Homes, we supported 11 young residents aged 13 to 19 to design and build a community pavilion for the Hidden River Festival.

Over four months, participants worked alongside professional architects and construction experts, developing practical design, teamwork and problem-solving skills. The finished pavilion became a community hub, hosting cultural events and creative workshops that brought local people together and encouraged greater pride in Woodberry Down.

The project delivered lasting benefits beyond the structure itself. By the end of the programme, 83% of participants reported gaining valuable design skills and increased confidence in shaping their neighbourhood. Five participants went on to join the London School of Architecture's Part 0 programme, helping them take their first steps towards careers in the built environment.

The success of the pavilion has generated wider community support and led to the creation of the Woodberry Design Studio, providing more opportunities for local young people to influence public spaces and regeneration projects.

A year after its unveiling, the project was nominated for a New London Architecture Award, recognising its impact as a community-led initiative. For NHG, the pavilion demonstrates how investing in young people can build confidence, skills and aspirations while creating stronger, more connected communities.

Watch the video here: www.nhg.org.uk/connections/the-woodberry-down-pavilion-and-hidden-river-festival



Neighbourhood and community

This standard focuses on how we work with residents to create safe, clean, welcoming neighbourhoods where people feel proud to live and have real opportunities to influence what happens locally.

Well-cared for communal areas and active local involvement help strengthen the sense of community that so many residents value. This section explains how we have worked alongside residents and our communities over the course of the year.

Working together to improve estates

Keeping communal areas clean, safe and looked after is consistently one of the top issues residents raise with us, and our Tenant Satisfaction Measures show that **52.4%** of residents are satisfied that we keep communal areas clean and well maintained, a slight increase year on year.

The small increase followed an initial drop following new contracts starting in February 2025, though from quarter two we achieved three consecutive quarterly increases.

The focus on data has been combined with a newly created dedicated internal resource leading to **4,349** proactive inspections completed from between July 2025 (when the team were mobilised) and March. These inspections and the data collected helps to ensure standards are being achieved. This was all captured in our new contract management system.

During the year we also awarded new contracts to partners PCMS, JCS, Cleanscapes and

Groundscapes providing services to our customers in Essex. The new contract formally started in April and has been well received to date.

In addition to our contracted works, we are committed to investing in our estates. Last year we planted just over **4,000** new shrubs and herbaceous plants, more than **2,000** spring bulbs, and a few new trees across multiple estates. We also created a wildflower meadow at St Giles Estate in Essex, adding to visual appeal and providing real benefits for pollinators and local biodiversity.

All plant species were selected for their reliability and suitability for a changing climate, and together they are estimated to capture around **72 tonnes** of CO₂ over their lifetime a meaningful contribution to NHG's wider sustainability goals.

The pest control framework was launched in late 2025. 7 new suppliers are now formally setup to provide pest control to NHG. Performance has been strong across all suppliers since go live.



Supporting thriving communities

Alongside day-to-day estate management, we invest in projects that help residents feel connected, supported and able to shape local life. Our Love Where You Live Fund enables residents to run cultural activities, arts workshops and community celebrations that strengthen local ties.

For example, at Royal Albert Wharf, we supported Art in the Docks, a community day for local residents which involved a bee friendly planting event followed by painting and drawing.

On the day alongside the local community we were able to:

hand out over **130** pots of bee friendly plants

- plant four apple trees
- add to the existing children's garden by the Art in the Docks project space
- create (more than one) community drawn chalk garden

Art in the Docks also hold a weekly kids' club which drew a collective audience of more than **80** people.

While in Vauxhall, we supported Baobab steel band, a multi-generational group of NHG residents based at Bolney Meadow Community Centre.

We provided **£11,000** from our Love Where You Live fund to set up the group and provide a free venue for lessons and instrument storage. Over half of the band is made up of NHG residents and in total **50** NHG residents have taken part to date. Bi-weekly sessions and weekend workshops are held at the community centre facilitated by local tutors, one of whom is also an NHG resident.

The band have performed the Urban Elephant Festival in Southwark, community events at Bolney Meadow and at the Tottenham Afro-Caribbean expo. The project has provided more than **500** free music lessons and **100%** of participants reported a positive impact on their confidence and self-esteem.

We see supporting resident-driven projects as an important part of building a sense of community and encouraging more people to get involved in shaping what happens where they live.

Resident voice in neighbourhoods

Residents have more ways than ever to shape what happens in their local area. Neighbourhood walkabouts and inspections give residents the chance to raise concerns directly with local officers and see improvements agreed on the spot.





Customer report

**WORKING BETTER TOGETHER
FOR OUR RESIDENTS**

Bruce Kenrick House
2 Killick Street
London N1 9FL

020 3815 0000
www.nhg.org.uk

 [notting-hill-genesis](#)

 [notting_hill_genesis](#)