

Our Customer Wellbeing service

Customer Wellbeing is a 24 hour a day, 365 days a year service.

Our Customer Wellbeing team are here to help you when your support team are not available. This may be in the night or in an emergency.





You may want to contact us when:

- You have someone at your door who you are unsure about.
- You feel ill.
- You have a flood, a fire or a maintenance problem.
- You are unhappy with the service you are receiving from us.
- Your neighbours are making a lot of noise.
- You feel you need someone to talk to.



How do I contact the team?

You can contact the team by telephone on 0345 650 5599 or by email customerwellbeingusers@ncha.org.uk

What happens then?

The Customer Wellbeing team will talk to you and help or support you if they can.

We can contact someone on your behalf. This could be the police or NHS Direct, a family member or a friend.

We will always inform your support team that you have called. This is so that they can talk to you and see that everything is ok.

All calls to the team are recorded so that we can check that we are providing a good service to the people who contact us.