



FACT SHEET

Mystery Shopping

Mystery Shopping involves carrying out checks on the services Homes for Northumberland provide, to see if they meet our service standards.

Service Standards are the promises we make to our customers on the level of service they can expect to receive.

We want to ensure you receive the best service possible and the best way to do this is to ask you to check the services we provide.

We carry out at least 4 mystery shops each year on our different service areas and would like you to get involved.

If you are a tenant or a leaseholder and are interested in joining the panel of mystery shoppers and making a real contribution to improving our service have a look at the information below.

For further information please contact the Resident Involvement Unit on 01670 542093