



Group Customer Experience Committee: 8 April 2024

1. **Responsive Repairs Policy**

The committee reviewed the updated draft **Responsive Repairs Policy** from a customer experience point of view, ahead of a planned customer consultation.

2. **Customer Voice, Performance and Experience**

Of the fourteen targets set, six have not been met in this quarter with five of those being just below target.

The committee discussed the improvement in the satisfaction score for the outcome of complaints.

Improvements in cleaning new homes before they are handed to customers was noted.

The committee heard the outcome of the review into Technical Team complaints, which are often challenging to handle. Actions have been created to support and train colleagues handling these complex cases.

The committee were told about the changes made to services as a result of customer insight and feedback, including a new Landscape and Contracts Coordinator, a new Mutual Exchange Policy, changes in the Housing Team and changes in the way we monitor contractor performance.

3. **Performance against Neighbourhood Offer**

The committee was told about the good progress made by in the delivery of the Neighbourhood Offer. This is our commitment to looking after neighbourhoods and communal areas.

Of the fourteen things we measure in the Neighbourhood Offer, we did not quite meet one target, which was to paint all external areas, except fencing, every 6 years. The remaining sites were to be completed in April.

The committee approved two new improved targets for 2024/25. Firstly, to increase the number of new customers we visit within the first six weeks of their tenancies starting, and secondly, an increase the proportion of customers receiving communal grass cutting 16 times a year (weather permitting).

The committee also asked for options such as wild flower areas to be considered.

4. Customer engagement

The committee was told about the successful engagement activity that has taken place in the last quarter, and how this had changed services, including:

- six customer consultation events with customers giving feedback about hardwood flooring in flats and the upkeep of gardens and communal areas
- 51 local monitors provided reports about their area, including fly tipping, abandoned cars, footpaths, and untidy customer gardens
- a successful Community Action Day held on 14 February supporting the communities of Northallerton, Brompton and Romanby. Before the event, 1,600 customers were asked for feedback about their community. The information gathered was used to provide a focus for Broadacres and external agencies, and included reducing anti-social behaviour, repairs to homes and improving the environment

