



The Board: 15 July 2024

1. Annual Customer Impact Report

The annual Customer Impact Report 2023/24 was presented. The report shows how the Board and Committees have put customers at the heart of decision making during the year.

Below are some examples of 'active' feedback received during the year that was used to inform decision making:

- Assignment, Succession & Mutual Exchange Policies
- Good Neighbourhood Management Policy
- ASB Service Review
- Customer Strategy
- Sustainability Strategy
- Complaints Policy and Compensation Policy
- Asset Management Strategy
- Responsive Repairs Policy

In addition, the Board and Committees also receive passive feedback from complaints reporting and customer satisfaction surveys. They also consider recommendations from the reviews completed by the Customer Scrutiny Panel (made up of Broadacres customers) and the members of this panel are able to attend the Board in an observational capacity.

