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| **Committee:** | Customer Voice and Review Committee |
| **Key messages from meetings held on** | 6 March 2025, 3 April 2025, 1 May 2025 |

| **Item** | **Key Message – 1 May 2025** |
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| **Annual Complaints Performance and Service Improvement Report** | The Committee reviewed the annual complaints report for customers, which showed an 86% increase in complaints compared to the previous year. This was attributed to both a rise in actual complaints and greater awareness, partly due to the Housing Ombudsman’s campaign. |
| **Rent and Service Charge Setting Process** | The Committee received a presentation on how rents and service charges are calculated. Members praised the clarity of the presentation and asked questions about:   * How charges are broken down for tenants on private estates. * How fairness is ensured across different customer types.   The team confirmed that social tenants receive a breakdown of charges, while market rent tenants do not. Feedback from the Committee was welcomed and will inform improvements to the process. |
| **Performance Update** | The Committee was updated on customer satisfaction, which had risen from 60% to 66%. Repairs remained the most significant factor affecting satisfaction. Members discussed:   * Differences in satisfaction between online and phone surveys. * The need for better communication about planned works. * The idea of introducing a callback policy for dropped calls. * Concerns about false complaints made for compensation.   The Committee was informed that:   * A new phone system had been introduced to improve call quality. * Place-based performance reporting would be developed through new planning work. * An existing Unacceptable Behaviour Policy was in place to manage unreasonable complaints. |
| **Customer Engagement Update** | The Committee received the Q4 engagement report. Highlights included:   * The launch of the “Your Voice, Your Home” brand. * Ongoing work with community champions. * Planning for a customer summit.   Members suggested improvements to noticeboards and emphasised the importance of influencing change. |

| **Item** | **Key Message – 3 April 2025** |
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| **ASB – Follow up assurance** | The Committee received feedback from the previous ASB discussion and were assured that actions are being followed up. Members were updated on improvements in how ASB cases are handled, including:   * Better understanding of who is affected by ASB through improved data collection (to be supported by Salesforce). * Independent case audits to ensure fairness, especially for vulnerable customers. * Clearer communication with customers about what to expect, including managing expectations around outcomes like eviction. * A significant improvement in keeping customers updated - 92% now receive fortnightly contact.   The Committee also discussed how to prioritise partnership meetings to ensure they benefit customers directly.  **Key areas of scrutiny and challenge:**   * Ensuring independent audits are fair and lead to real improvements. * Avoiding unintended consequences of actions taken in ASB cases. * Making sure partnership work is focused and effective.   **Future Topics for Review:**  The Committee agreed to explore the following topics in future meetings:   * How homes are allocated, especially when ASB is a factor. * The impact of local “place plans” on communities.   There was also a discussion about under-occupancy and whether tenants in larger homes could be supported to downsize. Mutual exchanges were highlighted as a common and helpful option. |

| **Item** | **Key Message – 6 March 2025** |
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| **Anti-Social Behaviour Insights discussion** | The Committees main topic was how Yorkshire Housing handles anti-social behaviour (ASB). This was based on recent data showing that complaints about ASB are highest in the North-East and Yorkshire. Members were split into two groups to talk about:   * What customers want to know when they report ASB. * What information Yorkshire Housing should track and share. * What can be done to stop ASB from happening in the first place.   Key points raised:   * Customers want to be treated fairly and respectfully, and to have clear communication about what will happen. * They wanted a named contact and quick responses to their complaints. * The Committee want to see data on how well ASB cases are handled, including satisfaction levels, trends, and outcomes. * Working with other organisations (like the police or local councils) is important to tackle ASB effectively.   Future Topics for Review:   * The Committee agreed to look at the following areas in future meetings: * How homes are allocated, especially when someone has a history of ASB. * How waste is managed when tenants move out. * Whether local “place plans” are helping to improve communities. |