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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.
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| **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.
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