



RESIDENTS FORUM – Meeting Notes and Actions 2nd May 2024

Present: 5 X Members

Guests

Officers in attendance: Zarina Chowdrey – Customer First Manager
Niki Stockton – Director of Customer Experience
Paul Smith – Head of Assets Building Safety
John Mansergh – Director of Business Improvement
Emma Wilson – Governance & Compliance Coordinator (notes)

Apologies: 6 x Members

Circulation: As above include all managers

ACTION

1. Welcome & Introductions took place around the room.

2. **Format & Timings of the Meetings**

2.1 Resident Forum (RF) members felt that the meeting covered too much information. **EW**
RF members suggested that meetings should be more frequent (6 weekly) with fewer agenda items to allow more time to take a deeper dive into quality and performance in specific business areas. RF members also asked for performance target dates to be added and monitored to ensure managers could be held accountable if a project was slipping. RF members were happy with a start time of 5.30 pm to allow anyone working to attend the meeting. The following meeting dates are suggested for 2024, we plan to alternate the meetings with one being in person and one being virtual.

- **11th July 2024**
- **5th September 2024**
- **3rd October 2024**
- **7th November 2024**
- **12th December 2024**

2.2 Following discussions around repair timescales and the quality of repairs and works undertaken, particularly with external contractors it was felt that a deep dive into this area would be a good starting point for RF members to review. **ZC/RH**

2.3 RF members felt that covering an update on Consumer Regulation and scrutiny of SLH self-assessment would also be a good agenda item for the July Meeting. **ZC/NS**

2.4 Niki informed RF that moving forward we hope the RF will want to appoint a customer as Chair and SLH representatives take a step back once the Forum is established and for the Chair to lead discussions and attend Board to present RF report. SLH will be happy to support a transition. An RF member suggested defining the role of the Chair to the group before appointing.

AT/ ZC

3. About SLH

3.1 Niki presented PowerPoint slides which showed SLH's members of the Executive team and Heads of Service and what each area of the business is responsible for and JM and PS presented their service areas. A stock profile of SLH properties, type and location was also shared to provide some background and context for new RF members. RF members raised and shared ideas following the PP slides which included;

- Recruitment & Retention – suggestion to reach out to wholesalers to advertise for trade colleagues.
- RF members would like to know more about the procurement of contractors and how this works they would like to see local contractors used that can do a quality job.

PS

RH

3 Tenant Satisfaction Measures

3.1 SLH shared a presentation on the TSM results. Last year, the Regulator of Social Housing introduced a new requirement for all social housing landlords to annually report on a set of measures that tells them how we're doing at providing quality homes and services. The measures aim to improve standards for people living in social and affordable housing by:

- Showing you how well we're doing on important things like delivering repairs, dealing with any complaints and treating you with respect.
- Allowing you to hold us to account when we're not performing as we should
- Giving the Regulator an insight into which landlords might need to improve things for their customers.

TSMs will show how well we:

- keep your homes in a good state of repair.
- make sure your homes are safe.
- give you opportunities to have your say, and act on your views.
- handle complaints

There are 22 TSMs, including:

- 12 Tenant Perception Measures - we measure these through an annual tenant perception survey.
- 10 General Management Measures - we measure these directly through information we hold on our systems.

SLH TSM Survey (TLF Presentation)

Methodology

- Questionnaire
- Collected Dec 23-Feb 24 by an independent research company, The Leadership Factor (TLF) on behalf of SLH
- Mix telephone & on-line surveys
- Reliability

- TLF said no need to weight results as sample seems to reflect customer base.

Results

LCRA – Low Cost Rental Accommodation

Overall satisfaction 78.6% - 41.6% very, 37% fairly

Overall Improvement for all 12 perception measures compared to 22/23 TSM pilot survey & positive benchmarking with TLF clients – average satisfaction score is 69% based on approximately 50 registered providers to date. We will re-visit benchmarking after all registered providers have publish results. Everyone will be able to see and compare the scores when these are issued to the Regulator at end of June.

The main drivers of both satisfaction and dissatisfaction for customers:

- Well maintained homes
- Landlord listens & acts

Highest scores:

- SLH provides a home which is safe
- SLH treats me with fairness and respect

Lowest:

- SLH approach to complaints handling
- SLH makes a positive contribution to your neighbourhood

Key Areas for Improvement:

- Communication, returning calls and keeping customers informed
- Repairs – time it takes, poor communication, quality

LCHO – Low Cost Home Ownership (shared owners)

Small numbers as SLH only started taking into ownership over last 2 years, 14 responses.

Overall satisfaction 78.6% - 50% very, 28.6% fairly

Scores across all indicators generally slightly higher than for LCRA

NS asked RF members for their reflections and whether the results reflected their experience of living in SLH homes and receiving services from us as a landlord.

There was a in depth discussion on the results and broad agreement around the positive and negative feedback and the areas highlighted for improvement:

- Overall communication and getting back to customers in a timely manner
- Repairs Service – time it takes, keeping residents informed, quality
- Communication to be issued to tenants / SO / Leaseholders when key changes happen in communal areas. An example shared was the recent removal of some trees and no information was provided to customer prior to commencement of works.
- RF members felt that there needs to be greater contact and visibility of Neighbourhood Partners. RF members would like Neighbourhood Partner to door-knock when out and about in community areas that have SLH properties.

SLH highlighted key plans for 2024/25 to focus on addressing the issues raised and continuing to improve services.

4. SLH Support Offer

- 4.1 SLH will support RF members with a mixture of in-house and external training offers. The Northern Housing Consortium is running online events on the 4th & 12th of June. If you are interested in attending please contact Emma Wilson at e.wilson@Southlakeshousing.co.uk

Details of the event can be founded here: [Event Management \(mynhc.org.uk\)](http://mynhc.org.uk)

5. ANY OTHER BUSINESS

- 5.1 None.

6. Date of Next Meeting

- 6.1 11th July 2024 at 5.30. Refreshments will be available from 5pm