



## RESIDENTS FORUM 11<sup>th</sup> July 2024

6 Resident Forum members attended the meeting. The Director of Customer Experience (DCE) chaired the meeting. The meeting was also attended by the Director of Business Improvement (DBI), Director of Homes (DH), the Head of Property Services (HPS), and the Customer Engagement Partner (CEP).

- The minutes of the last meeting 8<sup>th</sup> May were approved as a true and accurate record. There were no matters arising.
- The CFM gave a presentation setting out the background behind the new social housing consumer regulation standards and how these would be regulated going forward. The Forum was provided with a summary of each of the four consumer standards and evidence of where SLH was able to demonstrate compliance with the new standards, along with areas for improvements where the team are focusing resources over the next twelve months. This included grounds maintenance, repairs, customer vulnerability and insight, sheltered housing, better recording of information and a new website to improve access to information.
- Forum members were informed of Tenant Satisfaction survey results benchmarking and the SLH Annual Complaints and Service Improvement report which has been published on the SLH website.
- The DH and HPS gave a presentation covering the objectives of the repairs customer experience project, following the Forum's request at the last meeting. The goal of this project is to improve the customer experience for all SLH customers when reporting and enquiring about a repair. He acknowledged that the service is not consistently good and that we need to improve communication, the time it takes, to get it right first time and follow-up. The DH also reflected on the workforce recruitment and selection challenges and campaigns to attract skilled trade operatives and sub-contractor availability. Forum members raised concerns regarding the use of subcontractors and the quality of the work. The DH and HPS will be running a dedicated Repairs Forum for SLH customers to review, influence and oversee improvements the repairs service being provided to customers.
- Forum members were consulted on the proposal to change the SLH Company Rules. The proposals include removing the requirements of the annual general meeting, closing the shareholder scheme, and removing the 'reserved' places on the Board for residents. He emphasised the following points;
  - SLH is strengthening customer voice, including via the Residents Forum (RF) but also around areas such as learning from complaints and customer satisfaction insight.
  - The Board has been reviewing all areas where traditional forms of customer engagement have not been adding value and want to ensure customers have a number of different ways to be involved, shape services and hold us to account.

- Instead of an annual general meeting which is attended by a very small handful of resident shareholders, the Board instead would prefer to meet with residents and have discussions around the things that matter to them.
- The Board will always welcome 'lived experience' and will put in place support for any residents who wish to serve as Board members. The aim is that the RF will provide a sound training ground for SLH residents to consider applying for Board vacancies in the future.
- The Forum discussed appointing a customer as Chair to set the agenda and chair the meetings and feedback to the SLH Board to ensure the customer voice was heard. In the interim the residents nominated a representative to attend the next Board meeting as an observer and to present feedback from the Forum.