



RESIDENTS FORUM 2nd May 2024

A Summary of the Meeting

5 Resident Forum (RF) 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) and Head of Assets & Building Safety (HABS).

- Resident Forum (RF) Members discussed and agreed on the meeting frequency, day and timings. Meetings were proposed a minimum of 4 times/ year and Forum members asked that meetings be held 6-weekly initially, 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 target dates to be added and monitored to ensure managers could be held accountable if a project was slipping.
- 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.
- An introductory presentation was given to the new RF members providing an overview of SLH, location and type of our properties, service areas and responsibilities of the Executive team and Heads of Service. 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.
- RF members were updated with a presentation on the Tenant Satisfaction Measure results and the types of information that the Regulator has requested social housing landlords gather for benchmarking.

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 scores:

- 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

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.