



RESIDENTS FORUM 5th September 2024

5 Resident Forum members attended the meeting. The Director of Customer Experience (DCE) chaired the meeting.

- Resident Forum Members received MGI Let's Make it Happen training session for the first hour of the meeting. This provided an overview of the customer experience training all colleagues participate in, which includes having a positive mindset, taking ownership and responsibility, and focusing on solutions. RF members were asked to reflect on whether they experience colleagues adopting these customer centric principles and displaying the right behaviours and to hold us to account when we do not. A RF member commented that they had seen improvements in communication.
- The minutes of the last meeting 11th July were approved as a true and accurate record.
- The Head of Assets and Building Safety (HABS) and the Director of Homes (DH) attended the meeting and led a discussion with RF members about the repairs service. The question to RF members was how can we improve the service and is there anything we can implement with immediate effect. RF members made the following suggestions:
 - Keep customers up to date with repair works and outcomes of assessments from energy companies such as the length of time feedback and how long the works will take. Communicate this in writing.
 - Develop a doorstep script for operatives (and all colleagues) to introduce themselves, show their ID and make clear what work they will be doing and whether any further work will be needed, such as a different trade.
 - The importance of culture and behaviours.
 - Ensure operatives have all the appropriate information and materials to fully complete the repair they are attending – Right First Time.
- The Head of Neighbourhoods and the Customer First Manager shared a presentation on the customer insight, profiling, and vulnerability project. The Head of Neighbourhoods is leading on the area of vulnerabilities the name of which has not yet been decided. A discussion took place around perceptions of vulnerabilities and how they can be permanent or temporary. We want to understand more about our customers diverse needs, define what a vulnerability is and how we should refer to a customer who is vulnerable, how we record and support any individuals with vulnerabilities, which may include making reasonable adjustments or referrals to other agencies. Objectives are to ensure customers are treated with fairness and respect, can access services and have equitable outcomes. We are researching best practice and will produce a policy. Training will be delivered to all customer facing colleagues on the policy, recording, and reviewing and the type of reasonable adjustments we can make to ensure customers have fair and equitable outcomes.
- The customer profiling project is being led by the Customer First Manager. We need to be clear on what and why we are collecting data and use the information we collect in a

meaningful way including tailoring services where we can. We are reviewing the data we hold and any gaps where we need to put provisions in place to gather the data. The National Housing Federation (NHF) consulted with housing providers to ensure all landlords have a standard framework of data around information that should be collected, and we have used this to develop an initial customer data standard.

- The HABS shared an update on the grounds maintenance project. This has been triggered in responses to the dissatisfaction expressed by our customers with the current service provided. We are currently reviewing service requirements with support from an experienced consultant. We have reviewed and updated the mapping of our land ownership and are in the process of developing a specification which will form the basis of a new procurement exercise. We have just issued a consultation to 1400 customers asking for their views and input on the future service in addition to the formal legal consultation required for some customers. We will give due consideration to responses received before going out to tender and consider further opportunities for customers to be involved. We would welcome interest from suitably experienced local contractors. We are aiming to appoint in January and mobilise in March of next year. Trees are out of scope as this is a specialist service.