

HYDEWIDE RESIDENTS VOICE

MINUTES OF HRV REVIEW CALLS HELD ONLINE

WEDNESDAY 15 APRIL 2020, 5.30PM – 6.30PM

1. Welcome, introductions, how is everyone

1.1. Members shared their experiences of social distancing and any challenges they are facing

2. My account

- 2.1. As of Monday 6 April MyAccount live, with the first phase of functionality e.g. ability to check accounts, update personal details and make payments
- 2.2. Emails have been sent to invite residents to join, targeted at those likely to use the available functionality e.g. contacted us through Facebook, used online forms & called to get account info
- 2.3. By COP 17 April 660 emails will have been sent. So far emails had received 33 click throughs and 12 completed registrations. Most popular transactions so far are reviewing statements and updating contact info. 1 payment made.
- 2.4. Once 150 users in place we will look at the data to identify trends in order to target further campaigns e.g. using SMS.
- 2.5. HRV – is this a pilot? When might it be live and promoted to all residents? Early to mid-May.
- 2.6. HRV – will residents be able to question service charges? Residents will be able to see basic accounts information - as and when more detailed info is available on Hyde's other systems it can be made available on MyAccount. Also looking at introducing a chat function.
- 2.7. HRV – is this an app? No, it's an online portal, so will be available on any device.
- 2.8. HRV - How quickly does it update? Not immediate, similar to most online banking / payment systems. Difficult to say exactly as all differ.
- 2.9. HRV expressed some concern with the 'segmentation' exercise; keen that this is done on real-life intelligence based on activity, not pigeon-holing residents into 'types' with assumed behaviours.
- 2.10. Other improvements within the Customer Strategy programme include:
 - 2.10.1. Improved case management systems – this is internal so may not be immediately visible to residents but will make staff jobs easier and more efficient.
 - 2.10.2. Tone of Voice work will be rolled out. Some difficulty as the training is class-room based, but exploring e-learning options and other guidance.
 - 2.10.3. Continuing to explore other technology available to make our work more efficient.
- 2.11. HRV – will Customer Strategy plans change due to coronavirus? Yes, there will be fundamental changes to the way that the whole business functions. Almost certainly this will affect both Corporate and Customer Strategies, difficult to say how long lasting this will be.

3. Antisocial Behaviour (ASB) and Resident Services- response to Covid19

- 3.1. ASB service – trying to keep as close to business as usual as possible. Some services have had to stop e.g. face to face contact, going into homes to fit sound monitors.
- 3.2. Now offering Skype mediation, WhatsApp chats.
- 3.3. Increase in ASB reporting in lockdown – mainly noise. Team exercising extra sensitivity around noise reports due to potential link to domestic violence (DV). Not seen increased reports of DV within Hyde but other organisations are seeing this.
- 3.4. HRV – is Hyde linking closely enough to other agencies? Yes, and also local authorities. Hyde CEO Peter Denton released funding to join National DV Alliance which provides extra support, guidance & resources to manage DV cases.

- 3.5. Estate Services – contractors were struggling before lockdown with low resources due to staff absence. Some challenges around staff being out on estates (e.g. PMs, caretakers) have been helped by them being signed off as essential workers.
- 3.6. Staff are continuing to carry out safety checks, remove bulk rubbish, provide additional cleaning to high touch points and some deep cleans.
- 3.7. PMs – still doing estate inspections – this has been difficult. Staff have PPE, mainly to make them feel safer. Inspection forms have been shortened so staff are out for less time. Contractors have been supporting.
- 3.8. Caretaker resources have been an issue due to sickness and shielding. Contractors have also supported with this.
- 3.9. Hope to be back to virtually full staffing in a week or so
- 3.10. HRV – Are evictions continuing? One eviction has been cancelled, no court cases at present. 4-week legal notice period extended to 3 months.

4. Communications

- 4.1. 14,000 printed letters went out on Tues. Will monitor the impact of these this week
- 4.2. Drop off in calls to Customer Services by 50%, as well as demand for repairs
- 4.3. By COP 17 April, website messages will be refreshed, with new dates. Info will reflect govt announcement following Cobra meeting on 16 April
- 4.4. It is 4 weeks since the original email went out. Do HRV think there should be another one now, and if so what should the content be?
 - 4.4.1. HRV - yes definitely to another email
 - 4.4.2. Utilise content from the recent letter – this was good
 - 4.4.3. Don't worry about repeating info, Hyde cannot communicate enough, it shows that Hyde care
 - 4.4.4. Share the positive messages from Audrey's update- everyone should know this
 - 4.4.5. Email should encourage residents to go to the website
 - 4.4.6. Also encourage residents to report where they have an issue (e.g. essential repairs, DV, income issues), this will reassure that Hyde is still providing some services, and support where it is required.
- 4.5. Hyde is also reminding residents through the letter to provide us with an email, this message is also being shared on the calls we are making to vulnerable residents.
- 4.6. HRV – Staff need to be trained to leave voicemail when they call

1. Next meeting

- 1.1. Date of next online meeting. Wednesday 22 April 2020.
- 1.2. HRV will be joined by Kerry Starling from Hyde Foundation & rep from Income
- 1.3. Rolling item: resident communications during coronavirus pandemic