

## Central Homeowners Panel (CHOP) Meeting

Held Tuesday 7 July, 6pm – 7pm

Via Skype for Business

### 1. Introductions, how is everyone? Action updates

1.1. The Chair welcomed everybody to the meeting, including two observers.

1.2. Apologies were received.

1.3. The Chair mentioned the current situation with virtual meetings to keep in touch. HRV meet weekly, to consider CHOP meeting more regularly online.

1.4. There were no declarations of interest.

1.5. Minutes have been agreed online.

#### 1.6. Action updates

- 3.5 Update from Director of Safer Homes: Property Services have been robustly managing T Brown with weekly progress monitoring, closely monitoring PIs, monthly contract meetings etc. There have been no real issues with satisfaction, issues or complaints in recent months. Hyde are continuing to manage robustly and keep a close eye on. CHOP are not convinced this is the experience of all Hyde residents, so would like the Director of Safer Homes to attend the next meeting to provide evidence of this. **ACTION: Director of Safer Homes to attend next CHOP meeting, more detail requested.**
- 2.6 Resident Engagement Advisor (REA) received some emailed feedback about homeowner letter which suggested name and contact details of local tenants and residents association (TRA) was given, REA explained this is difficult as not all TRAs have given permission for us to publicise their details and they don't always keep us up to date with changes to contact details etc. Plus not all TRAs have a group contact email. We don't want to risk providing out of date contact details to new residents.
- 2.3 (3.2) Group Company Secretary is joining us this evening.
- 2.3 (4.22) Update on OAK but Director of Customer Experience is also providing another update this evening.
- 2.3 (6.1) The communal repairs summary should be ready imminently, and the complaints summary will probably be ready in the next few weeks. Resident Governance & Compliance Advisor and Chair of Hydewide Residents Eye (HRE) Resident Inspection Team will be joining us at the end of the session for a quick update on HRE's next inspection.
- 3.1 Director of Customer Experience has looked into Park House lift incident.
- 4.16 Update to be given under item 4.
- 4.18 Update to be given under item 4.
- 6.1 Completed
- 8.1 Completed
- 8.2 Develop priorities document for CHOP: HRV's priorities have been posted on CHOP area of the OAK, please discuss online before September meeting.

- 5.3.5 Please note there is an update on the CHOP area of the OAK from Compliance & Home Ownership Manager on the EWS1 impact on sales and remortgages.
- 7.3.6 Please advise when you want to schedule in the review of the invoice pack – could look at under Forward Planner during AOB.

## 2. Update on Customer Strategy

2.1. Director of Customer Experience presented the Customer Strategy document. Hyde is on a journey to be a customer driven organisation. Informed members of the new Customer Strategy, how Hyde will strive to provide better satisfaction. Looked at strategy and themes, its purpose, objectives and themes to bring about change in contact management systems. Hyde have engaged Deloitte to conduct a feasibility study to investigate all areas of the business and make recommendations.

2.2. Using our target customer experience – high customer satisfaction, low cost to serve, we have prioritised initiatives across four key workstreams:

- **Digital** - Expanding on our initial MyAccount online services, customers will be able to access and manage more services for themselves online, including booking and tracking repairs online in the next phase of proposed rollout with service charge statements and invoice packs proposed for phase 3.
- **Flexibility & proactive** - We will continue to build in more flexibility and proactive services including notifying customers about changes to service charges as they happen, and fully automated refunds paying directly into their bank
- **Consistency** - We will broaden consistency across more of our services and customer touchpoints including easy to access query handling and repairs services across contractors
- **Transparency & simplification** - Continuing to improve all of our customer communications and improved signposting to support partners

2.3. Members asked Hyde not to forget the basics or the things we do not get right.

Director of Customer Experience explained there is value to come from modernising the business.

**Action: Copy of draft Customer Strategy to be shared on CHOP area of OAK along with link to Corporate Strategy.**

2.4. Issue raised about information held on tenants of leaseholders, e.g. whether they are allowed on OAK, the fact they can't use MyAccount. It was suggested that there could be 10% of people we don't have details on. Director of Customer Experience said that we do ask non-resident leaseholders to provide details of their tenants. This may be an issue around community & communication – sometimes it would be easier to contact a subtenant directly about an ASB issue than go through leaseholder, especially if they live abroad. This is something we can take away and think about. **Action: Look at whether subtenants could access the OAK**

## 3. Update on Hyde's In-Depth Assessment 2020

3.1. Hyde Housing Association was awarded G1/V2 gradings by the Regulator of Social Housing following its In Depth Assessment in March 2020. These gradings confirm the previous grades from 2016, and in its feedback meeting the Regulator commented:

- G1 for governance is a high benchmark, especially for organisations with a diverse range of activities and build/sale programme.
  - V2 is indicative of an organisation which is developing in terms of sales and growth. The Regulator is happy with this, as long as the Governance stacks up to deal with the associated risks associated.
- 3.2. Hyde's document submission and cover sheet approach were really good. This assisted with analysis, which was clear and easy, and impacted on overall assurance.
- 3.3. Next steps: Inevitably during an in-depth review with this width of scope, there were issues the Regulator identified which could help Hyde continuously improve its governance and viability, and we will be focussing these into a Governance Action Plan; we intend to report back to the Regulator on this at our next engagement session in October 2020. We are also planning an 'IDA Ready' session during March/April each year, aligned to our annual assurance reporting, not least as our next IDA will be in 2022.
- 3.4. It was noted that there was no one on the board with housing experience, although this was not a criticism. Hyde now has a new board member from Genesis with housing background looking to strengthen the group. Hyde are making sure they have the right type of structures going forward.
- 3.5. How does Hyde manage risks?
- Risk assessments around structure and things like the Customer Strategy
  - ERR – 'emerging risk register' to track risks
- 3.6. How does Hyde evaluate the Board?
- External assessment every year as well as continuous self-assessment

#### **4. Update on Covid-19 Response**

##### 4.1. Update

- Weekly call with Hydewide Residents Voice (HRV) to discuss how we have been supporting customers through this difficult time
  - Did have an issue with resourcing contractors but Hyde now providing full services
  - Early messaging from Hyde was: we're here to help
  - Money made available to support residents – emergency grant, laptop, domestic violence, white goods – funding for food bank
  - HRV helped Hyde to hit the right note with empathy
  - 30,000 calls made during the pandemic; staff took additional risks going to out help where needed
- 4.2. Members noted that there was no Covid-19 information under the homeowners' section of the website. Director of Customer Experience explained that there was a banner linking to the Covid-19 information from the front page and that due the structure of the website the info could only sit either under the Tenants or Homeowners section. CHOP raised the concern that the banner link from the front page wasn't obvious and that the other banner it alternated with made it difficult to view especially as it did not alternate frequently, and you may have to click on the

dot to see the other banner. **Director of Customer Experience to feedback to Comms.**

5. Hyde will be sending out information to residents about Hyde services are going back to normal.

## 6. AOB

### 6.1. HRE Inspection on Estate Services

- Will cover grounds maintenance, communal cleaning and bulk
- Resident planning/scoping session on 20 July – CHOP members invited to help scope the inspection activities and surveys. **Action: Resident Engagement Advisor to email CHOP members details**
- Estate services will be re-procured in 2022 and consultation will begin next year

### 6.2. Communal repairs inspection

- Report signed off today
- Communal repairs satisfaction being introduced

### 6.3. Section 20s

- As the Section 20 Notice of Intentions are generic and cover the whole of Hyde, leaseholders don't know whether or not it relates to their estate– can we improve process? Compliance & Home Ownership Manager explained there have been significant observations received following the latest Section 20 consultation and we would like lots of feedback on this to improve communication with residents going forward. **Action: Add to agenda for September and invite someone from Stock Investment Team who is involved in planning cyclical works.**

### 6.4. CHOP priorities – **Action: Organise phone call for Resident Engagement Advisor, Resident Engagement Manager and Resident Governance & Compliance Advisor**

### 6.5. **Action: Resident Governance & Compliance Advisor asked members to post feedback on OAK re Myaccount**

### 6.6. **Action: Discuss forward planner via OAK**

**Next meeting:** 1 September, location & timing TBC

## **CHOP Outcomes so far**

1. Championed customer portal for a long time – now being launched
2. Changed template for statements
3. Website improvements
4. Additions to welcome letter/home owner pack