

CUSTOMER VOICE

Minutes of Virtual meeting held on TUESDAY 16 March 2021

via ZOOM from 5.30PM - 7.30PM

Welcome, introductions, apologies declarations of Interest

- 1.1 The Chair welcomed everyone to the meeting and introductions were given
- 1.2 No declarations of Interest made

Minutes of last meeting and matters arising

- 2.1 Minutes were agreed

Building Safety Update

- 3.1 Introduction from Building Safety Director and overview of building safety programme and building safety panel. Papers taken as read.
- 3.2 CV agreed with proposed terms of reference and noted the importance to get a broad cross section of residents.
- 3.3 CV members expressed an interest in being on the panel.
- 3.4 CV to help with the interviews for the panel – SY interested.
- 3.6 CV asked about Fire safety waking watch length and cost. Hyde are replacing the waking watches with temporary fire alarms. Hyde have applied to waking watch relief fund to help finance this work. They are waiting for the outcome of this application. All waking watch employees have ID cards and fluorescent jackets. CV gave positive feedback for the new waking watch provider.
- 3.7 CV emphasised the importance of communication to residents when works are being undertaken

Service Charges update Head of Income

- 4.1 Manages team who deal with queries from service charge. He is analysing what questions and queries Hyde are receiving. The time to deal with these and quality of answers given. This detail will be provided in May.
- 4.2 Interim update 23K service charge statements were sent out in Sept 2020.
 - 1500 queries from individual residents.
 - 835 responded to in full
 - 135 are in progress
 - 476 outstanding
 - 31% are claiming an error.

- 4.3 Majority of these queries are not straight forward. They require explanations on how Hyde arrive at charges e.g. Increases in grounds maintenance and cleaning costs. Residents are asking for detailed breakdowns, how cost have been arrived at, invoice packs and proof work carried out, date and proof of cost occurred, and that work has been done. Individual queries can take 2/3 weeks to resolve in full
- 4.4 Will provide a full breakdown to CV in May. This will include types of queries, accuracy of service charges and information on how many service charges had to be changed to gauge accuracy.
- 4.5 CV: asked why residents not aware of work carried out that impacts service charges and lack of communication around communal repairs. Example provided of an ad hoc request for bulk refuse removal. Some residents will be aware and other won't be aware. It has been discussed about proactively informing residents of work before or soon after it is done via notice boards. This will hopefully reduce the number of queries to his team.
- 4.6 CV asked about invoice packs. 40 have been requested and 21 are outstanding. Invoice packs take a long time to collate and for officers to access the information required. CV emphasized it is a legal requirement around providing invoice packs 28 days.
- 4.7 CV Requested a thread of The OAK so they can collate areas to be covered by the service charge meeting in May's CV session.
- 4.8 CV asked about number of queries from the service charge estimates sent out in Feb. 550 to date. They are still coming in and likely to see more queries once direct debits have been amended to reflect the estimates. Queries are being grouped together and linked with queries from actuals to see if can be resolved more efficiently.
- 4.9 CV wanted it noted that the number of queries does not reflect the number of households effected. This would be more
- 4.10 Tracking budgets on estimates throughout the year and looking at significant increases are an area of work that all stakeholders are involved in. This area can be addressed in Mays meeting.

Customer Planning Day

- 5.1 CI manager gave overview of the day
- 5.2 Agreed CV should produce an annual summary of work/impact
- 5.3 Piloting virtual meeting to listen to other customers. Advertise and invite people along. Talk to CV about issues that concern them. Planning needs to start on this area
- 5.4 Each CV priority area to set up a meeting/ session with service lead to come up with action plan. To enable impact to be monitored. First areas Building safety and service charges. Service charges can be captured in Mays meeting and Building Safety Director report can assist with building safety prioritise

Resident Inspection Team update

- 6.1 Report taken as read. RIT chair gave an overview of the last inspection on defects.
- 6.2 All actions agreed by CV members, as proposed within the report.
- 6.3 RIT chair shared overview of this year's inspections – Next inspection is sinking funds. Followed by decants and sheltered accommodation. The final inspection of the year has been left open to see if any areas come up throughout the year.
- 6.4 Workshop session to look at how CV will validate RIT actions going forward.

Policies Priorities

- 7.1 Full list of Policies and procedures to be reviewed. Info is on THE OAK forum
- 7.2 CV to review and identify which policies and procedures they want to focus on initially form the list due to be reviewed in 2021.

- 7.3 CV wanted clarification on the process for reviewing. What activities will take place will it be partnership working or make comments on the policy or procedure. CV can identify which ones. CV to tell business on what input should be. Work with lead in service area and policy team.

Rolling Agenda Planner

- 8.1 Next CV Formal meeting May
- 8.2 Next GHSB meeting:

- 8.3 CV informal meeting to discuss validation of Resident Inspection Team's recommendations. Recommendations from past inspections are on the OAK.
- 8.4 CV appraisals
- 8.5 Complaints board member invites
- 8.6 Tracking Actions CI advisor will be included in the briefing to staff so understand they are taken over meeting

A.O.B

- 9.1 Date of next meeting – 18.5.21 **via Zoom.**
 - 9.2 Vice chair noted Out of date items on the OAK - to provide info to CI and it will be reviewed
- HRV still being used in some papers in some papers this need to be sense checked