



CUSTOMER VOICE

Minutes of Virtual meeting held on TUESDAY 28 September 2021

via ZOOM from 5.30PM - 7.30PM

1	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 were made.
2	Minutes of last meeting and matters arising from 20 July 2021
2.1	Minutes taken as read
2.2	CV member noted on page 5 re the OAK, issues with changed ID and password when he logged in. ACTION
3	Repairs emergency toolkit –Digital Communications Manager
3.1	CV were presented and given demonstration of a new function on Hyde’s public facing website. The emergency repair toolkit. It builds on the success of the ASHB toolkit which was launched in 2016. It aims save the customer time and direct them in the right place to be able to get help faster. This is a living toolkit and can be kept updated in house. The ASB toolkit is now used by other housing associations under licence.
3.2	<p>Currently customer report all emergency repair by phone to ensure they are not missed. Of those emergency repairs reported within office hours 30% were raised as an emergency repair and needed a visit. Emergency repairs reported to the out of hours service 25% were classed as an emergency repair and resulted in attendance. The aim of the toolkit is to give transparency and consistent service to all customers. They have covered the most common emergencies, but the toolkit can be altered and evolve over time</p> <p>The benefits of the emergency repair toolkit are:</p> <ul style="list-style-type: none"> • Save customer time, • Manage customer expectations, • Reduce call numbers and decrease waiting times for other customers, • Save time to get repair completed as the contractor should have all the information they need before they attend.
3.3	<p>Vice Chair commented that it looks great and she really likes it. Questioned where customer services would also use this tool.</p> <p>Response: Customer Services will use it as a training tool and to refer back to. They are hopeful it will reduce inconsistencies.</p>
3.4	<p>Question from CV member: This is a step in the right direction. Hyde need to consider Emergency repairs for elderly/disabled customers too. Eg emptying water bowls and turning off stop cock, not all customers can do this.</p> <p>Response: The Toolkit is suitable for most of the people most of the time. There will be the exceptions to this. They will amend toolkit to reflect this.</p>

3.5	CV Member Congratulated staff on toolkit. Suggested a simple line to clarify if your issue is not listed please call the emergency repair number. Response: Agreed to add this to toolkit and emphasised this is a living document and can be amended. A link to the toolkit will be shared after meeting. ACTION
4	Housing Management Strategy update –Resident Services Director (RSD)
4.1	RSD Presentation to show the impact of the strategy on customers in the first year.
4.2	The strategy has been live for 1 year. It has delivered 51% of initiatives. It should be noted that this is the easy to deliver aspects of the strategy. Presentation contains information on those aspects that have been delivered.
4.3	Case study One: When letting a property the tenancy can start on the day the resident receives they keys and not the following Monday. Estimated to generate additional £300k in year 1.
4.4	Case Study Two: Hyde foundation. 5 Neighbourhood Plans have been launched across this business and performance dashboard has been developed so we can track progress of an area/neighbourhood.
4.5	RSD would like to talk to CV about the 8 areas covered and get opinions on the initiatives suggested. Is there more we can do and how we deliver the strategy on the next 2 years. The slides will be shared with CV after the meeting ACTION
4.6	CV chair: Challenged RSD that it would have been beneficial to share this presentation and information before the meeting. This would have given CV members time to read it. She is unable to see the details of the 51% that has been delivered.
4.7	RSD: explained he wanted to give an overview of the first year and he wanted to get more involvement going forward. Going forward more detail will be provided to Customer Voice.
4.8	CV member: commented that RSD is obviously very passionate about this work but he was in agreement with the chair. The information needs to be provided before the meeting to enable CV members the time to understand the content. He is unable to comment at this point because he does not understand the content.
4.9	CV Vice Chair: Agreed with other members. Members need a chance and time to be able to think about the content.
4.10	CV Vice Chair questioned what happened if a customer needed to pay rent on 2 properties. Does Hyde foundation help with this? RSD Explained that it was not the intension to impose liability on a customer but to give a greater degree of flexibility. It is possible to get dual benefit for 2 properties for a 4 week period.
4.11	CV Vice Chair: Regarding neighbourhood plans. What is the projection for rolling this out across all areas of Hyde. Is this part of Hyde’s local offer? RSD: Neighbourhood plans are delivered by Hyde Foundation and will be rolled out to all areas by the end of 2022. CV Vice Chair: Challenged further. Local plans are about what the local community needs and not what Hyde wants to offer.
4.12	CI Manager: This is an opportunity to consult and talk to customers. Under themes there are a number of projects that directly affect customers, for example, Estate services and the re-procurement of grounds maintenance and cleaning contract. It would be good to

	see other projects under the themes that directly impact on customers. Knowing what the areas are and having a plan and time estimates up front will be beneficial.
4.13	CI Manager: Current projects such as life cycle of the homeowner and service charges have identified common themes that may help align the strategy. Eg communication is a cross cutting theme residents are telling us there is an issue with. The customer conference may also be a tool to help with the strategy.
5	Complaints - Director of Customer Experience
5.1	Paper taken as read. Paper was also presented to ELT and GHSB. It is a candid look at complaints and what we are doing to improve things. It acknowledges customer frustration is longstanding complaints. Complaints service has benefit from improved reporting and visibility. There is a genuine desire to become customer driven. In September there was a concerted effort to deal with back log with the 30 day challenge. This is a substantial shift in our approach to complaints
5.2	CV Member: expressed concern about maintain the reduction in the backlog whilst delivery usual service. Will the backlog build up again? Response: There will be pressure on complaints this winter. Ultimately, we have to find a way. If the number of complaints do not reduce we have to plan to work differently. We have a good plan in place to maintain upcoming service charge contacts but there may be bumps along the way but will respond to them.
5.3	CV Vice chair: Paper includes information on informal complaints taking 88 days to resolve. Was this included in the figure quoted? Response: Informal complaints times have reduced. Time taken has come down 60 days but will take a while for this to clear out and responses times to accelerate. CV Vice chair: commented that residents are giving Hyde a chance to sort things out with an informal complain but they seem to be getting a booby prize/ Hyde need to make sure all customer contact is recorded in system.
5.4	Response: Hyde are analysing repeated contact and how long it takes to responded to these. This is the first fundamental line of defence. Hyde are to resolve these complaints formally. Informal complaints are an opportunity to get things resolved and we do need the attention there. Managers receive weekly reports on informal complaints. Hyde's Cultural Change will lead to staff dealing with unhappy customers first and them getting on with their BAU.
6	Building safety update - Director of Compliance (Property Services)
6.1	Update given on building safety fund and building safety panel.
6.2	In June 2021 We applied to the Building Safety Fund (BSF) for 6 blocks with issues with cladding. 4 of these blocks are now in the final application stage of peer review. 2 blocks they have asked for further breakdown of costs and are in the technical review stage. All contracts are in place if the applications are successful. The BSF are happy to extend their original 30/9/21 deadline.
6.3	In relation to one estate we are in negotiations with the developer and are 95% there, we are waiting for test evidence to come back. A further 2 blocks we are negotiating with another developer. This has been slower progress but deadlines have been given and alternatives will be look at if these are not met.
6.4	Good progress is being made with issuing EWS1 forms to customers.
6.5	Building Safety Panel: Next meeting tomorrow. They are made progress on Hyde's offer and what will be delivered in response to the Building Safety Bill.

6.6	Invitation to CV members to attend Hyde's Diversity and Inclusion Group to find out more of what they are doing and she is happy to be involved in the customer conference. ACTION invitation to D&I group meeting to be put on the OAK.
6.7	CV member Raised a concern that residents can't use block notice boards because they are glass fronted.
7	Customer Charter – ALL
7.1	Notes from last weeks meeting are included in papers. Any feedback or comments?
7.2	Chair: Commented that the first meeting went quite well. Does not want it to become a tick box exercise, this will defeat to object of the charter. There could be markers in the background but doesn't think it should be pegged down.
7.3	CV member: Commented that the charter is a good idea. The test will be does it work across all the departments in Hyde. All departments need to agree and work with it. Chair: It has been agreed that it is across the board and will be co—creation and residents will be involved in earlier stage. It is more than just partnership working.
7.4	Director of Customer Experience: There is an important distinction, this is an agreement between CV and GHSB. People who work in the organisation will need to deliver it. It isn't optional. CV to act as an advisor and make sure it is possible to do what is in it.
7.5	CI Manager: The charter will not do everything but is overarching and will cover key principles that Hyde need to deliver. Also need to consider how it can be checked the charter is happening - How culture develops to reflect the spirit of the charter.
7.6	CV Chair: It is a positive step. A work in progress and Hyde needs to keep up momentum.
8	Customer Conference – Customer Involvement Manager
8.1	Update given: This is going to be a digital conference will be held w/c 15 and 22 nd November 2022. There will be time slots between 12 – 2 and early evening slots. We are already talking to teams across the business and are looking at creating themed days. This is an opportunity for co-creation and sharing information with residents.
8.2	There is an opportunity for CV to have a session(s). CV need to think about what message they want to give residents. What is message out to residents. JD, SY, GI and YA agreed to be involved in the CV sessions.
8.3	Vice Chair: commented that some residents in the lunchtime involved resident sessions expressed an interest to be involved in the conference.
8.4	CI Manager to set up session for CV to discuss what they would like to do at conference. ACTION
9	Resident Inspection update – RIT chair
9.1	Gave update on recent inspection, decants.
9.2	RIT and CV need to discuss the validation of recommendations. How do we address the validation strategically, do we first look to see if the outstanding recommendations are still significant?
9.3	CI Manager: Customer Involvement Team look at list of recommendations and provide more up to date information. ACTION. Going forward the onus for providing the evidence for completed actions should be on staff who own the recommendation.

9.4	CI Manager suggested of a recommendation day to go through the validations, need to review the approach to this. RIT chair liked this as an idea.
10	Feedback from GB and GHSB meetings – Chair/Vice Chair
10.1	Group board was positive. They reported on Stella’s award and this was minuted. It was very positive that this has been noted. New chair of the board reiterated that would like to meet with Chair/Vice Chair.
10.2	The outgoing chair of the board, has handed over some issues to the new chair. <ul style="list-style-type: none"> • Building standards. Hyde need to check quality standards to the work carried out by contractors. Hyde need to make sure Hyde builds homes that can last in the future. • Fuel poverty, this needs to be factored into new builds.
10.3	CV chair commented that the complaints and Housing management strategy were enlightening. Hyde are getting on top of rent arrears. There are issues within property services with shortage of skilled operatives and materials. This is a national issue. Responsive repair jobs are not attractive for skilled labour.
11	Customer Involvement projects update - Customer Involvement Manager
11.1	CI manager wanted to thank CV for support with the CI strategy. As a group you have achieved a lot since beginning of April, he is grateful for all CV’s work.
12	Rolling Agenda Planner - ALL
12.1	Digital session next Tuesday.
13	AOB - ALL
13.1	Please can CV have meeting links emails with links back to the OAK