

CUSTOMER VOICE

Minutes of Virtual meeting held on TUESDAY 29 MARCH 2022

via ZOOM from 5.30PM - 7.30PM

1	Welcome, introductions, apologies declarations of interest
1.1	The Chair welcomed everyone to the meeting and everyone introduced themselves.
1.2	No declarations of interest were made
2	Minutes of last meeting and actions from 1 March 2021 meeting
2.1	The minutes of 1 March 2022 were agreed to be a true and accurate record.
2.2	CI manager provided update on actions from meeting held on 7/12/21 and 1/03.22
2.3	CV invite to Hyde staff diversity and inclusion group. <ul style="list-style-type: none"> • 20 May 10am – 12pm • 17 June 10am – 12pm This is over Microsoft teams. Please let CI team know if you are interested in attending.
2.4	CV questioned progress on CV involvement in the review of the property manager role. It is an important customer facing role. CV should be involved at the beginning of the process not the end.
2.5	CV questioned the delay in completing some action and the long timelines. For example delays in the resident handbook and white paper information
3	Responsive repairs update - Director of Property Services
3.1	An update was provided on Hyde's decision to move the responsive repairs service for 11, 000 properties in 6 London boroughs in house. The service will be delivered by property maintenance instead of Mears from October 2022. ELT and Group Board took into consideration: <ul style="list-style-type: none"> • Performance • Cost • Service levels • Risk and implementation
3.2	Discussion with CV members on the implications and risk of the 13 week notice period for Mears and on-boarding a new service within this time period
3.3	Q: Is Hyde considering using DLO for other areas? A: The next responsive repairs contract is due to be renewed in Sept 2023. Hyde are looking at retendering this rather than bringing it in-house. At the moment Hyde are comfortable with a mixed economy so able to compare performance levels etc
3.4	Q Please tell us more about how customers have been involved in these decisions A: Initially the decision making process was confidential. Hyde have looked at feedback from customers and staff. Approval from GHSB which has resident representation on it.

	Now the decision has been announced internally Hyde are looking at a customer communication strategy.
3.5	Discussion on more partnership working in relation to improvement projects especially within pest control. ACTION DPS to provide update on improvement plans and speak to CI manager.
4	Service Charge update - Revenue Control Director & Head of Property Charges
4.1	Update provided on current position on service charge queries. <ul style="list-style-type: none"> • Last years statements 1500 queries. Approx 250 are still outstanding • This years estimates. 30, 000 sent out. Currently 600 enquires with 10% closed. They are expecting more enquires.
4.2	Update on the service area and improvements put in place: <ul style="list-style-type: none"> • Secured funding for 2 extra posts in the customer charges team. • More communication and information provided to residents before they received statements. • Customers have been emailed, social media campaigns and updated website. Information has been FAQs and explanation into service charge increases • Following resident inspection team recommendation staff have undergone training on service charges. This is a rolling programme of training and will be mandatory for frontline staff. 200 staff have received training
4.3	Discussion on the accuracy of data within services charges. <ul style="list-style-type: none"> • Hyde are looking at root causes of errors to get this right. For example purchase ordering process. Working on contract management data • Concerns on accuracy of data Hyde holds on properties and estates. Are these being checked. • This is a multi team issue that needs a strategic overview.
4.4	Discussion on lack of transparency and communication with residents. <ul style="list-style-type: none"> • Concerns about lack of tailored communication. The use of standardised harsh letters threatening court action. The impact these letters can have on vulnerable residents. • Communication needs to be proactive and tailored. Cannot rely on residents checking the website., consider social media campaigns • This year Hyde have separated out responsive work and contracted work within service charge statements to try to increase transparency of charges • Hyde have introduced better collaboration between the income team and property services team. Agreed to a fortnightly meeting to share data.
4.5	ACTION CV to consider re-instating service charge sub-group. CV provide questions and guidance on what service charge information they would like for next CV meeting.
5	Fire safety update – Safer Homes Director of Compliance
5.1	An overview of 21/22 was provided <ul style="list-style-type: none"> • 100% compliance achieved • Re procurement of lift servicing contract • 40K fire actions completed. 1500 fire actions per month are identified in the risk assessment programme.

	<ul style="list-style-type: none"> • Fire safety works completed in 45 individual blocks covering 2000 homes • £40M major projects • Have applied for £26M in grants from the building safety fund. We are still waiting to hear the outcomes of these application. • Hyde received an A+ rating for EWS1 forms.
5.2	<p>Information was provided on current projects and points for discussion.</p> <ul style="list-style-type: none"> • Government guidance on building safety continues to change. Building safety manager are no longer a legal requirement for tall towers. • Development of communication and customer involvement strategies for blocks that are over 18 metres. Would like to roll this out to block between 11 – 18 metres as well. • Customers being involved in procurement of fire and security contracts • Greater understanding of service charges and contracts management in relation to building safety contracts.
5.3	<p>Discussion on communal lighting and costs associated with fire safety and building safety, including investment works. Retrofitting blocks and the use of self testing systems.</p>
5.4	<p>ACTION: Provide CV with plan for communal lighting systems.</p>
6	<p>Customer Strategy update & draft projects for 2022/3</p>
6.1	<p>Paper taken as read. No questions</p>
6.2	<p>CI manager would like CV feedback on CI activities for next year. Please leave comment on the CV OAK forum. ACTION</p>
7	<p>Consumer panel feedback</p>
7.1	<p>Discussion on first consumer panel held 22 March 2022</p> <ul style="list-style-type: none"> • How to encourage more resident to attend • Website and social media campaign • How TRA feedback into Hyde
8	<p>Resident Inspection Team update – RIT chair</p>
8.1	<p>Paper taken as read. An overview was provided of resident inspection team activities, including</p> <ul style="list-style-type: none"> • Last years inspection areas • Scrutiny day • Latest inspection on damp and mould
8.2	<p>Suggested inspections for this coming year are:</p> <ul style="list-style-type: none"> • Sheltered scheme • Leak management • Tenancy management • Role of property manager/housing management • Lifts • Data management/ communication. <p>If there are any areas CV member think should be inspected, please post on CV OAK forum</p>

9	CV report to GB / GHSB & GB feedback
9.1	<p>Chair and vice chair provided feedback from GB and GHSB.</p> <ul style="list-style-type: none"> • Discussions on gas prices and communal gas charging for resident. The impact on residents and the need to communicate with residents on this issue.. Will keep CV updated on this issue • Discussion on the impact of increasing price rises on residents including rent, service charge, energy. Hyde foundation are working with income and finance on these issues.
9.2	ACTION. CI manager to post link to CC21 sustainability session on CV OAK forum.
10	Rolling Agenda Planner / Any other business
10.1	Papers include details of this year's CV meetings for diaries
10.2	<p>Discussion on CV planning day</p> <ul style="list-style-type: none"> • to be held on a Saturday after Easter. • Face to face meeting with option to dial in for certain sessions. • Location: close to London Bridge