

Key Messages Summary

Committee:	Customer Voice and Review Committee
Key messages from meetings held on	3 April 2025 and 1 May 2025 and 5 June 2025
Presented to Homes and Places Committee:	23 July 2025

Item	Key Message – 3 April 2025
Anti-social behaviour – Follow-up Assurance	Members were reassured that previous actions are being followed up. Improvements include: <ul style="list-style-type: none"> Enhanced data collection via Salesforce Independent case audits Clearer communication and expectations 92% of customers now receive fortnightly updates
Future Topics for Review	The Committee agreed to explore: <ul style="list-style-type: none"> Allocations and ASB Place plans and their impact on communities Support for under-occupancy and downsizing

Item	Key Message – 1 May 2025
Annual Complaints Performance and Service Improvement Report	An 86% rise in complaints was noted—linked to both a genuine increase and greater awareness following the Housing Ombudsman’s campaign..
Rent and Service Charge Setting Process	A clear explanation of how charges are calculated was well received. Members raised important points around fairness and transparency, which will shape future improvements.
Performance Update	Satisfaction rose from 60% to 66%. Repairs remain a key concern. Discussions covered survey differences, communication on planned works, and the need for a callback policy. A new phone system and place-based reporting were introduced.
Customer Engagement Update	Q4 highlights included: <ul style="list-style-type: none"> Launch of “Your Voice, Your Home” Work with community champions Planning for a customer summit.

Item	Key Message - 3 June 2025
CVRC Effectiveness Review and Disbanding	The Committee’s broad remit was seen as limiting its impact. The Board approved disbanding the CVRC and creating a new Customer Insight Committee focused on strategic oversight, regulatory compliance, and performance scrutiny.

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Item	Key Message - 3 June 2025
Future Engagement Opportunities	<p>Members were offered new ways to stay involved, including:</p> <ul style="list-style-type: none"> • Customer Insight Committee • Complaints Forum • Task and Finish Groups • Community Champions • Review Crew • Inclusion Groups • Community Grants Panel • “Your Voice Matters” platform:
Transition Support	<p>One-to-one meetings were arranged to support members into new roles. Final payments will be made by 15 July 2025, and IT equipment returns are being coordinated. A thank-you event was planned but did not go ahead due to low attendance (only four members confirmed availability). Instead, hampers are being arranged and sent to members as a gesture of appreciation.</p>
Reflections and Closing Comments	<p>Members expressed mixed feelings about the transition. Assurance was given that their contributions would be valued and retained. The new structure aims to strengthen customer voice and improve governance.</p>