

Assurances Meeting

Wednesday 27th August

Attendees: Morris Grant – Customer Assurances Member

Karl Dean – Boardmember and Chair of Customer Services Committee

Mary Walker – Head of Customer Experience

Joanne Tolley – Customer Engagement

Katie Wakefield – Customer Engagement

Apologies: Malcolm Mullett – Customer Assurances Member,

Karen Smith – Customer Assurances Member

Dave Stewart – Customer Assurances Member

Agenda:

1. There were no actions to feedback on from the previous meeting
2. Karl Dean – attended the meeting as Chair of Customer Services Committee as he wanted to gauge the involvement of the group, their reasons for being involved and how customer involvement can become more strategic. KD asked MG a series of questions which were: a) How do we (Honeycomb Group) engage those customers who don't normally get involved? b) What does more formal customer involvement look like? c) What are the key thing that customer want to engage with?
MG advised that he thought communication was key and the messages put out there needed to be eye catching. How Honeycomb Group communicate with customers is important because what works for some doesn't work for others, it also bodes the question of researching how customers communicate with Honeycomb Group. During the discussion it was highlighted that customers do only get involved if they feel it benefits them, it suits how they want to be involved or if they have the time. MG stated that local issues based around where customers live are important to those customers whereas the wider issues may not be, and how we get customers interested in all these things is a big question. Honeycomb Group are going more digital, and MW did advise that yes that is the case for those who want to engage digitally, the phone lines will not go off and will always be an option for everyone. MG did discuss the changes that are coming in the housing team and KW explained that it was so that each housing officer wasn't dealing with everything, at present if they have an ongoing ASB case they are expected to do that and everything else but with the new model they will only be dealing with their specialism. KW did say that she would find out if the housing officers dealing with estates will have a patch or if they will be dealing with everywhere. MG said that it will work if it is communicated in the right way and the notice boards within schemes are updated. This change to the team is being trialed for 12months to see how it works.
3. Mary Walker – gave an update on the figures from the repairs meeting and discussed more about the customer services team and their challenges. MW did advise that there has been a new contract manager start for Ian Williams who is good, and she feels that there are already changes being made and a more positive outlook. Ian Williams are now fully staffed. The customer portal is due to be tested within the next few weeks and this will be done via the repairs group and also other customers. The repairs group is going well and the next session in September is based around subcontractors and health & safety. MW did say that she was looking at changing the staffing hours for the phones from 08:30-17:30 to 09:00 – 17:00 this is because the

numbers between 08:30-09:00 are very low and the times change would benefit the team when it came to covering lunches etc.

4. KW – went through the Fair Deal measures and it was discussed that they seemed inaccurate and needed bringing up to date. KW & JT stated that they had been wanting to change them for some time but were stuck as to what to do with them. MW advised that there are new measures that get reported back to customer services committee and we could use a mix of those and what is on the form. KW & MW to discuss further.
5. KW – engagement activity table discussed, all ok and numbers looking good for Q1. KW did advise that in Q1 alone there had been an increase of 25% of new involved customers.
6. KW – discussed the mystery shops for the voids and highlighted that cleaning was the main issue that kept cropping up. This has been passed to property services for them to raise and correct for the next round of voids. Customer services also discussed; it has been agreed that the measures used need to be looked at as some are unrealistic especially with call wait times being average 5mins. KW & MW to discuss.
7. Complaints information discussed – MW did give some context on the complaints not resolved and this is for various reasons. Either there have been holidays, sickness, or the complaint is taking longer to deal with or that the customer just is not responding to any correspondence so the complaint cannot be resolved. KW went through the building safety information, all was ok and the electrical checks should now be on track to being resolved.