



Riverside

One Housing

| *Better and Stronger Together*

Customer Pledges Task and Finish Group

During the consultation leading up to the merger between Riverside and One Housing, a team of 12 customers from across both organisations teamed up to help shape the consultation process. The work of the team is complete, but we need to continue to work with a similar group to ensure customers can contribute to discussions on how Riverside and One Housing can work together more closely.

A new group has been set up called The Partnership Pledges Task and Finish Group, drawing customers from the existing engagement structures of Riverside and One Housing. The first meeting of the new group was held in late January 2022, and we will provide a short update after each meeting to summarise what was discussed.

Customer Pledge Task and Finish Group: 10 February 2022

Key decisions and considerations:

The Terms of Reference were finalised and endorsed.

The Group, having already endorsed the key principles of the new tenancy sustainment fund, considered what Riverside had previously offered to help to start to develop the plan for the new fund for Riverside and One Housing for 2022/23. This includes how the new proposed Crisis Fund could work.

The Group asked Officers to investigate whether financial advice could be provided direct by Riverside and One Housing.

It was agreed that there would be regional splits of project funding to ensure equality of distribution. The Group were keen to see affordable warmth as a priority due to the severe financial pressures affecting customers at the moment due to the increase in utility costs.

The Group agreed that being able to evidence outcomes was essential to success of the fund.

The Group agreed to review the draft criteria for the crisis fund at its next meeting.

Ideas for future projects included:

- Recycled Furniture Schemes
- Access to IT in community centres
- An environmental audit for a focus on low energy lighting and motion sensors to help keep costs down.
- Community shop
- Access to IT equipment for customers who don't have digital access.

The first Pledges newsletter was signed off by the Group to be issued to both Riverside and One Housing customers.

If you have any questions or issues you would like to raise with the Group, you can contact us at: [Inbox addresses](#)

