



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. A summary of the Group's work is provided after each meeting. This is a summary of the meeting held Thursday 10th March 2022.

Customer Pledge Task and Finish Group: 10th March 2022

Key decisions and considerations

Communities and Livelihoods Fund.

An amount set aside for building communities and improving the lives of our residents. The Group agreed 3 key principles:

1. Impact – the importance of creating projects that can make a difference to our communities.
2. Involvement – there needs to be meaningful customer involvement in planning community led projects and feedback on outcomes.
3. Priorities – there should be a range of projects meeting the needs of all communities.

The next steps are to develop a strategy, governance structure and communications plan for the fund and this will be published on the websites and in newsletters to all customers.

Customer Offer

A Customer Service Offer will be co-created with the Task and Finish Group with input from customers, employees and partners. It is proposed that a joint customer service standard will be developed for Riverside and One Housing that works for everyone and reflects both organisations' core values. The Group reviewed both organisations' current offers, discussed suggestions for the future and opportunities. The importance of transparency and reporting performance against any future offer was discussed. There will be further work over the coming months with wider consultation later in the year.

Communication

The Group has agreed that a Communications leaflet on progress will be developed every 2 months with the next leaflet planned for end April 2022. The next edition will include information on the work of the Group, progress on the new communities and livelihoods fund and information on how people can access the transfer list for homes across both Riverside and One Housing.

If you have any questions or issues you would like to raise with the Group, you can contact us at: residentengagements@onehousing.co.uk