

**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 7th April 2022.*

**Customer Pledge Task and Finish Group: 7th April 2022**

**Key decisions and considerations**

**Communication**

The overall Communications Plan for 2022 was reviewed. This will focus on the key messages that came from the merger consultation and shows progress against the delivery of the Customer Pledges. The Group discussed the draft customer leaflet providing an update on the Pledges and provided comments. This edition due for publication in late April/early May 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.

**Communities and Livelihood Fund**

A Communities and Livelihoods Fund of £2.5m a year has been agreed which will be administered by the Riverside Foundation. This fund is to help sustain tenancies, build communities and improve the lives of residents. The Group was asked to review the criteria for the Support Fund and Community Fund elements of the wider Communities and Livelihoods Fund.   
The Support Fund will be available to offer emergency support for customers. Riverside and One Housing team members will be on hand to support customers to access the fund. The Group discussed the application process and the safeguards to make sure the funds have the greatest impact and **agreed** the criteria for applications.   
The Group agreed to naming the Support Fund – “Helping Hand”. The new fund should be available from June 2022.

The Community Fund will offer grants up to £10K for community projects. Funding will be in 3 bands – small grants up to £3k, medium size projects - £3k to £10k, larger projects where match funding would be needed – over £10K. The Group discussed the fund, its objectives and possible projects and **agreed** the criteria for applications. This fund will also be available from June 2022

**Customer Offer**

A Customer Service Offer is being 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. At this meeting the group had a discussion about the core principles that could underline the offer and the possible areas of operation that this could cover. A smaller working group will now meet over the coming months to discuss the Offer further.

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