

**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 12th May 2022!*

**Customer Pledge Task and Finish Group: 12th May 2022**

**Key decisions and considerations**

**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. A subgroup has now met (since the April Task and Finish Group meeting) and the main meeting in May received their feedback. The discussion revolved around key principles that mattered to customers, for the new customer offer to be meaningful to customers and reflect their needs, as well as addressing regulatory requirements and the need to ensure that the Offer balances targets with quality of service. Good progress has been made so far and the subgroup will meet again at the end of May for further discussion.

**Damp and Mould Policy**

The Task and Finish group received a presentation on a new damp and mould policy. It is recognised that many homes can experience damp and mould and the new Policy outlines preventative measures and how to deal with cases in a timely way. This will be followed up with training and development for teams to be more responsive to cases that arise.

The aim is to get things right first time around by making every visit count and to provide repairs that are able to remedy the causes. As part of the approach, the operations teams will be given comprehensive training and support to help identify issues that arise.

**Update on Communities and Livelihoods 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 criteria for the funds Helping Hands and Community funds have now been agreed and teams are working to get these launched shortly. A procurement process is underway to support the delivery of the ‘Helping Hands’ fund.

The Community Fund will offer grants of 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 Helping Hands 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.

*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)