

**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 9th June 2022!*

**Customer Pledge Task and Finish Group: 9th June 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 been meeting between Task and Finish Group meetings and has discussed the Golden Rules that should be embedded within the standards and the key services to focus on. The key Golden Rules under discussion include:

• First contact resolution or putting customers in contact with the right person.

• Inform customers of what will happen and keep them informed

• Be clear and communicate what is happening in terms of outcomes

• Treat others as you want to be treated.

• Staff to take ownership of the issue.

• Doing our best.

• Everything is everyone’s responsibility.

• Every customer matters.

The group agreed on the following key service areas for the standards to concentrate on: Rent & Service Charges, Anti-Social Behaviour, Communications, Repairs, maintenance and environmental services, Getting Involved, Complaints, compliments & enquiries, Care & Support, Leaseholders & Home Ownership and New Homes and exchanges.

**Damp and Mould Policy**

Following on from the last discussion, the Damp and Mould policy has been considered by both organisations involved residents groups and comments are being reviewed to produce a final draft Policy for consideration.

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.

**Communities and Livelihoods Fund**

This was not discussed at the last meeting but this is an opportunity to remind residents that 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)