



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 14th July 2022!

Customer Pledge Task and Finish Group: 14th July 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.

The next stage is that a service offer will be drafted for the August meeting. We are planning consultation with wider customers in Both Riverside and One Housing.

Riverside Foundation funding update

The Riverside Foundation Board had a meeting in June and agreed a number of projects to 'scale up'. These are projects already being delivered by Riverside/One Housing which are being expanded into other areas. Amongst other projects awarded, these include:

- Tutors United which provides English & Maths support to years 4,5 & 6 and helps parents to support their children. The project will be scaled up to expand and cover Camden and Riverside residents.
- The Street Doctors project was also awarded funding to expand into Newham, Camden and into Riverside areas in the North West of England.
- One Academy was awarded funding for intensive Employment & Training for residents in London.
- An 'Affordable Warmth' project was funded to support vulnerable customers and those in need of support with their energy bills.

Damp and Mould Policy

Following on from the discussion at the Task and Finish Group, both organisations are looking at how to get the knowledge out to as many customers as possible. There will be a Group wide training programme, so operatives know how to identify damp, mould, condensation and ensure that every property visit counts. There is a proposal to train up Customer Champions to better manage these types of issues. A severe damp and mould reporting system for staff has been introduced and inspection processes are being reviewed. Decorating after damp remediation work is available as part of the programme.

Communities and Livelihoods Fund

This is an opportunity to remind customers that a Communities and Livelihoods Fund has been agreed which is 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.

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