

**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 18th August 2022.*

**Customer Pledge Task and Finish Group: Thursday 18th August 2022**

**Key decisions and considerations**

**Customer Offer**

As reported last month, a joint Customer Service Offer or set of standards and promises is being co-created with the Task and Finish Group that will reflect both organisations’ core values. A subgroup has been getting together between Task and Finish Group meetings and has developed the ‘Golden Rules’ and 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 wider consultation on the Golden Rules and service areas will take place during October with residents from both organisations.

**Communications Plan**

The Communications Plan and related commitments are progressing well. There has been extensive work taking place around finalising the Damp & Mould and Condensation Policy. Regular updates are being provided to customers on updates against the Customer Pledges. The Community Fund and Helping Hand Fund are both available for customers to apply for by calling the Customer Contact Centre. The Group agreed to keep the Better/Stronger Together logo until full organisation integration in 2023.

The Communications subgroup will sign off the first anniversary annual report due out later this year. This will show all the work carried out around the pledges and how these have been met.

**Equality, Diversity and Inclusion Strategy (EDI)**

A member of the Task and Finish Group is working with teams from One Housing and Riverside on a joint EDI Strategy. Once this is complete, we will share this on both websites.

**Communities and Livelihoods Fund**

This is an opportunity to remind you that a Communities and Livelihoods Fund is available to all One Housing and Riverside residents. This fund is to help sustain tenancies, build communities and improve the lives of residents.

The Communities and Livelihoods Fund is split into two elements, The Helping Hands Fund and The Community Fund:

* The Helping Hands Fund is available to offer emergency support for customers. Riverside and One Housing team members are on hand to support customers to access these funds.
* The Community Fund offers 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.

*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)