



## Minutes of the RCVE Meeting 17.06.2022 Via Teams (10:00 – 15:30)

<b>1</b>	<b>Welcome and Introductions</b>	<p><b>Attendees: (RCVE) Victor Andrews; Carole Warburton; Vivian Fleming; Paula Simpson; Brian Chiyama; Margi Kelly; David Ottey; Cameron Dougherty</b></p> <p><b>Riverside: Andrea Thorn; Sarah Wall; Charlene Little</b></p>
<b>2</b>	<b>Apologies</b>	Rich Nichols; Keith Harkness
<b>3</b>	<b>Previous Minutes</b>	Minutes of meeting 14 <sup>th</sup> April 2022 accepted as true record
<b>4</b>	<b>Matters Arising</b>	<p>Templates for complaints &amp; contact: should be ready for next meeting.</p> <p>Pet Policy: PS – keeping chickens, Riverside have given 6 months to see if any complaints, if not, the customer can keep the chickens in his garden. Cockerels are not allowed because of possible noise nuisance</p> <p>CD – Pet Policy need to review with RCVE within 4/5 months. Carl Mitchell to look at setting up a meeting with RCVE on consultation – Andrea Thorn to follow up</p>
<b>5</b>	<b>Complaints</b>	<p>Complaint Procedure Policy for C&amp;S so customers know the difference of complaint or repair requirement. Leaflets could be put on FaceBook Hubs</p> <p>AT – Resolution low, positive resolution and customer dissatisfaction.</p>
<b>6</b>	<b>RCVE Tour</b>	VA to relay information of tour dates with PS to put on FaceBook Hubs
<b>7</b>	<b>RCVE Accounts</b>	<p>CD – Discussion about changeover, CL said meal allowance is included 24 hour call line. Meal allowance not automatically charged so if people want to eat outside they can, and claim it back on expenses (with receipts)</p> <p>CL – Staff in CE&amp;I team have credit cards</p> <p>VA &amp; CD to receive Fuel Cards</p>
<b>8</b>	<b>Tenant Advocate</b>	<p>AT – Riverside to look for template to address this.</p> <p>Customers unable to report a complaint on Riverside App.</p>
<b>9</b>	<b>FaceBook Hubs</b>	<p>PS – Paula getting training from Damla for use of Riverside Twitter page</p> <p>RCVE has Twitter account, but not used – Riverside Customer Voice @VoiceRiverside. \Instagram account rcustomervice</p>



		<p>CD – reminders of queue of people waiting for FaceBook Hub membership, people do not want to answer questions</p> <p>CD – asked CL about 609 complaints in May 2022, an increase of 10% on April and a decrease of 8% on May 2021</p> <p>PS – Asking RCVE making recommendations and getting feed-back of results.</p>
<b>10</b>	<b>Finance</b>	<p>CD – No update as Stephen Hewitt not present, CL stated it can take a bit of time and that SH is working on it.</p>
<b>11</b>	<b>RCVE Requirements</b>	<p>IT Equipment – recent conversations around GDPR and what does a member need to address requirements.</p> <p>Proposal – every member issued with a Tablet, Stand, Keyboard &amp; Mouse up to a value of £250.00 per person.</p> <p>VF – She stated she cannot receive emails from Riverside address</p> <p>SW – Suggests a meeting with IT – Tracey Polihill to set up a meeting as soon as RN returns after 22/06/22</p>
<b>12</b>	<b>Together With Tenants Standards</b>	<p>Customer Service performance results, C&amp;S + Home ownership showing improvements in service satisfaction.</p> <p>Social Housing + Group Level have declined.</p> <p>South &amp; Central declined dramatically 52%</p> <p>Complaints satisfaction outcome 25.1%, ease of solution 25.3%</p> <p>CL – Protected Characteristics groups. Spectrum 19/07/2022 John Glenton.</p> <p>Research recommendation to set up customer panel, also reach out in engagement tour to customers in Manchester in near future.</p> <p>Lack of disability panel through resources not available</p> <p>NB Info from Government NOT TO USE wording BAME, instead use Ethnic Minorities</p>
<b>13</b>	<b>AOB</b>	<p>None</p>
		<p>Meeting closed 13:45pm</p>



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Action/s	Owner/s	Deadline	Status