

**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 9th November 2022 and this was the last meeting of this group in its current form as a Task & Finish Group.*

**Customer Pledge Task and Finish Group: 9th November 2022**

This is a summary of the meeting held 9th November 2022 and this was the last meeting of this group in its current form as a Task & Finish group and we are happy to report that the tasks that the group set out to achieve have all been completed.

**Key decisions and considerations**

**Customer Service Principles**

As reported previously, a consultation on the Golden Rules and service areas for a customer service offer has taken place during October with residents from both organisations. One of the key responses was that the this should be named Customer Service Principles to accurately reflect what customers want from us. At the November meeting the Group considered the feedback received and the document is due to be signed off shortly. It will then be published on our websites.

**Annual Report**

The Task and Finish Group supported the drafting and delivery of the annual report on the customer pledges. The annual report is being sent to all residents and customers and sets out progress and commitments against the pledges. The report includes the Damp, Mould & Condensation policy, the cost-of-living support offer, the Helping Hands crisis fund and the affordable warmth offer. The report also include our comments as the Task and Finish Group and a message from the Chair and the Communication sub-group

**Thank You!**

Finally, the Chair thanked the residents and staff for their time and commitment to getting this work done and for all the hard work that everyone has put in. The Directors of both One Housing and Riverside thanked residents on the Group for their commitment, their time and energy in getting all the tasks completed and getting the job done!

**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 and customers.

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.

The Helping Hands Fund is available to offer emergency support for customers. Riverside and One Housing team members are available 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