

**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 13th October 2022*

**Customer Pledge Task and Finish Group: 13th October 2022**

**Key decisions and considerations**

**Customer Offer and Consultation**

The consultation on the Customer Offer is now live on the website and has gone out to engaged customer groups. The winter newsletter also has a QR code directing customers to the consultation.

There was a short discussion about how customers would be directed to services if they were organised as set out in the Offer and several suggestions were made such as the need for a clear pathway to deal with a customer query or a phone line in which callers can pick an option that suits their enquiry and be directed to that.

The consultation is ongoing and any customer wishing to take part should visit the One Housing or Riverside websites or reply to the email provided at the end of this summary for any other request or information.

**Communications Update**

An update will be provided on damp & mould including top tips on how to minimise condensation and mould in the home and how to tackle it. Work will be starting in November on the annual report which will outline the work of the Task and Finish Group this year.

**Communities and Livelihoods Fund**

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

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 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)