

**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 14th September 2022*

**Customer Pledge Task and Finish Group: 14th September 2022**

**Key decisions and considerations**

**Customer Offer**

As reported previously, a joint Customer Service Offer 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 formed 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.

During the September meeting, the sub-group and wider Task and Finish Group discussed and formulated some of the questions that will form the consultation during October.

The next stage is that a wider consultation on the Golden Rules and service areas will take place in October with engaged residents from both organisations.

**Communications Update**

The Task and Finish Group received an update on communications. The website is still getting a healthy number of visits from customers from each of the two organisations.

It was agreed to keep the Better & Stronger Together branding. The group agreed to produce an annual report on progress against the pledges and this will be out towards the end of the year. The report will include the damp, mould & condensation policy, the cost-of-living support offer, the helping hands crisis fund and the affordable warmth offer.

**Terms of Reference Review**

It was recognised at the meeting that the Group has completed most of the work that they set out to achieve. There will be a final newsletter and work is ongoing to gather the data and information needed for the annual review which will include an update and report on each pledge and comments from Group themselves about their journey**.**

**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 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)