

Customer Experience Committee – What We Do and Why

Our Committee exists to make sure Riverside listens to customers and acts on what matters most to you. We check that:

- Your feedback shapes our plans and services.
- We deliver on our Customer Strategy and improve your experience.
- We meet important regulatory standards that protect your rights and quality of service.

The standards we focus on are:

- **Transparency, Influence & Accountability** – making sure you can see what we do and have a say.
- **Tenancy Standard** – ensuring your tenancy is managed fairly.
- **Neighbourhood & Community Standard** – helping create safe, well-maintained communities.
- **Safety & Quality Standard** (in conjunction with the Homes Committee) – ensuring our repairs and maintenance service is delivering for customers.

What's Included

- We look at all customer feedback, across all types of homes and services.
- We make sure our plans work for everyone, including tenants, leaseholders, and care & support customers.
- If other committees or boards spot issues with the Customer Strategy, they can raise them with us.

What We Advise the Board On

- Approving customer-related policies and strategies.
- Checking progress against the Corporate Plan and performance targets.
- Reviewing big risks and making sure they're managed.
- Approving changes to rent.

What We Do Directly

- **Listening to Customers:** We make sure your voice is heard and acted on.
- **Customer Engagement:** We work with the Tenants & Residents Influence Panel to involve customers in decisions.
- **Complaints:** We check complaints are handled fairly and lessons are learned.

- **Regulatory Standards:** We review compliance and make sure plans are in place to improve.
- **Risk Management:** We identify risks to customer experience and make sure they're addressed.

How We Work

- **Meetings:** At least 4 times a year, in person or online.
- **Chair:** A Board member (not an employee) leads the Committee.
- **Members:** At least 8 people, including:
 - 1 Board member as Chair
 - 3 customers
 - 3 independent experts (Non-Executive Directors)
 - Co-optees with specialist knowledge if needed
- **Quorum:** At least 5 members, including the Chair, 2 customers, and 2 independent experts.

Reporting

We report to the Group Board on key issues, decisions, and any serious concerns.

We update customers (using the website) about key issues and decisions.

Review

We review these Terms of Reference every year.