

THE 11TH NATIONAL
**TENANT
PANELS** CONFERENCE

17TH NOVEMBER 2021 | 10:00 AM - 4:00 PM | ONLINE EVENT



  **TENANTS'**
 **CLIMATE**
  **JURY**



SOCIAL HOUSING TENANTS' CLIMATE JURY



HOW CAN TENANTS, LANDLORDS, AND OTHERS WORK TOGETHER TO TACKLE CLIMATE CHANGE IN OUR HOMES AND NEIGHBOURHOODS

7500 RANDOM INVITATIONS
30 SOCIAL HOUSING TENANTS
30 HOURS OF DELIBERATION
21 INVITED EXPERTS
10 THREE HOUR SESSIONS
1 PARLIAMENTARY UNDER SECRETARY OF STATE

19
Recommendations to the Sector

SOCIAL HOUSING TENANTS' CLIMATE JURY

INVOLVED ORGANISATIONS:



What I'll Be Covering

- Background
- What is a Tenants' Jury?
 - Structure of the Tenants' Climate Jury
 - Oversight Panel
 - The Question
 - Recruitment and Participation
- The Sessions
- Jury Statement
- Recommendations
- Next Steps



Background

- 1m+ social sector homes in the North will require retrofit measures
- These are peoples' homes...
- NHC members understand this
- How to bring tenants into the heart of the conversation on preparing homes for Net Zero



What is a Tenants' Jury?

- **Go-to methodology, used widely to listen to citizens on tackling climate change**
- **Commissioned as an independent body**
- **Oversight Panel ensuring a fair and legitimate process**
- **Random invitations, demographic sampling**
- **Incentives, expenses, and support**
- **In depth**
- **Representative and Inclusive**
- **Legitimate**



Structure of the Tenants' Climate Jury

- **May 2021**
 - **Project Partners Confirmed**
- **June 2021**
 - **Oversight Panel meets for the first time**
 - **Jury recruitment begins and completed**
- **July 2021**
 - **Phase 1 of Jury - Sessions 1-3; Climate change, it's causes and impacts**
- **August 2021**
 - **Phase 2 of Jury - Sessions 4-5: Retrofit: What does it mean for the tenant, the landlord, environment, and wider society**
 - **Session 6 : Reflection on Jury process to date and identifying early themes and priorities**
- **September 2021**
 - **Sessions 7-8: Returning to topics identified as important by the Jury, gaining responses to unanswered questions**
 - **Sessions 9-10: Consensus building and drafting / finalizing of recommendations**



Oversight Panel

- Strategic and Logistical Decision Making
- Ensure that the Jury process was robust and fair
- Agree the process of tenant recruitment
- Identify suitable commentators to present to the Jury and to push for implementation of the recommendations
- Set the question which the Jury would seek to answer through their deliberations
- Project Partners joined by external experts representing national, regional and local governance, the civil service, the tenant voice agenda, retrofit practitioners, academia, and the charitable sector.



The Question

“How can tenants, social housing providers, and others work together to tackle climate change in our homes and neighbourhoods?”

- **New approach to previous Climate Juries**
 - **Focus on homes and neighbourhoods**
 - **Focus on collaboration**
 - **Contextual issues**
 - **Climate Change**
 - **Co-Benefits of climate action**



Recruitment and Participation

- 7500 invitation letters
- Random Selection – ‘a civic lottery’
- Selection Criteria
- Use of reserve list
- Attendance – 83% - 93%



TENANTS'
CLIMATE
JURY
TACKLING
CLIMATE CHANGE
TOGETHER

NORTHERN
HOUSING
CONSORTIUM
VOICE OF THE NORTH

firstchoice
HOMES OLDHAM

karbon
homes

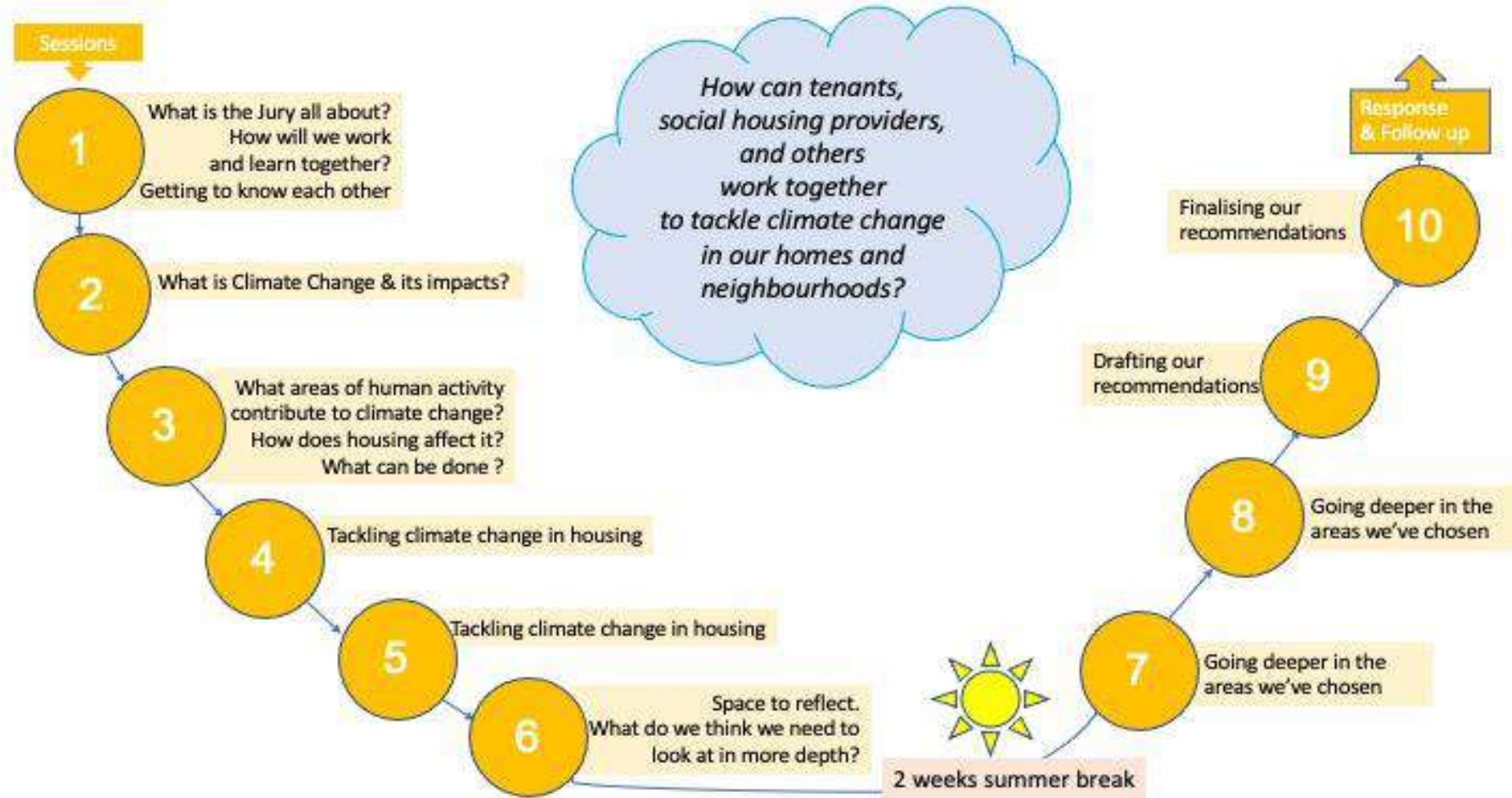
salix homes

thirteen
Managing and building homes

Yorkshire
Housing

The Sessions

- Online Deliberation
- Conversation Guidelines
- Facilitated sessions

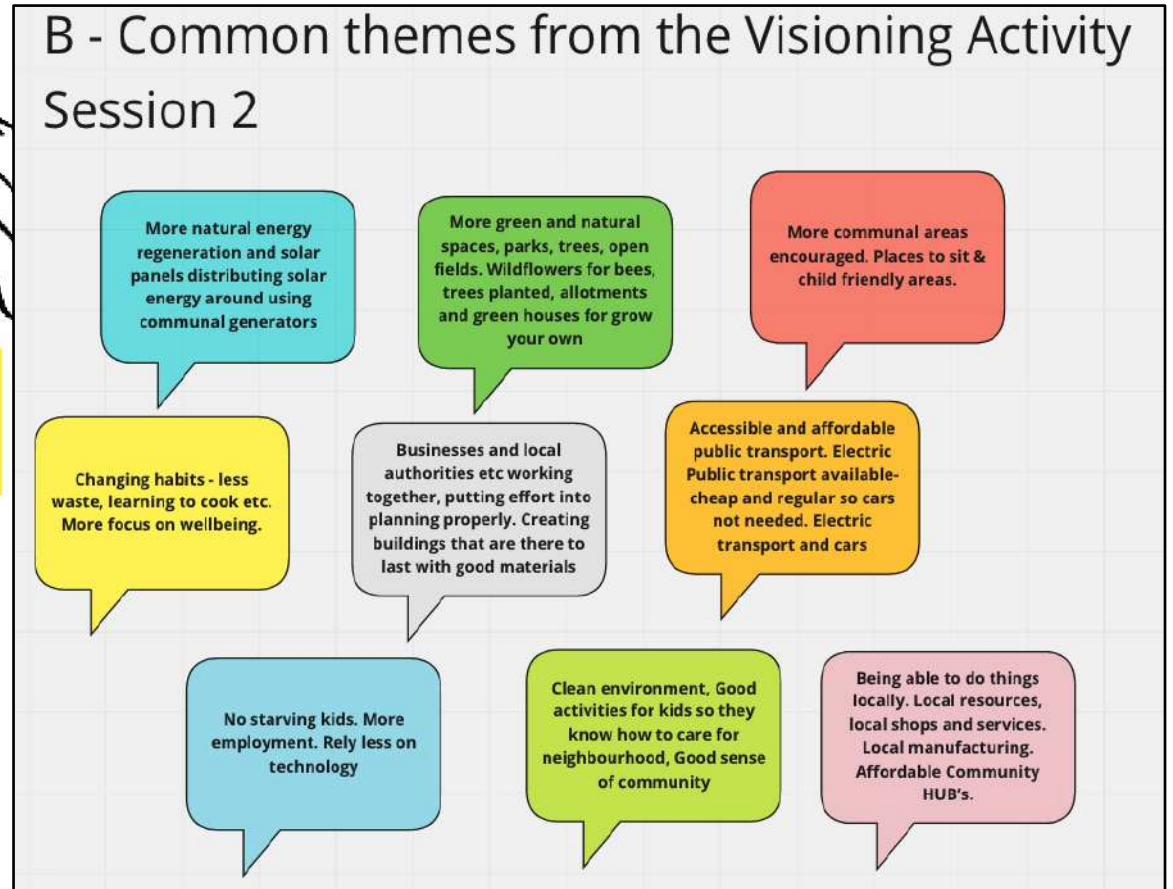
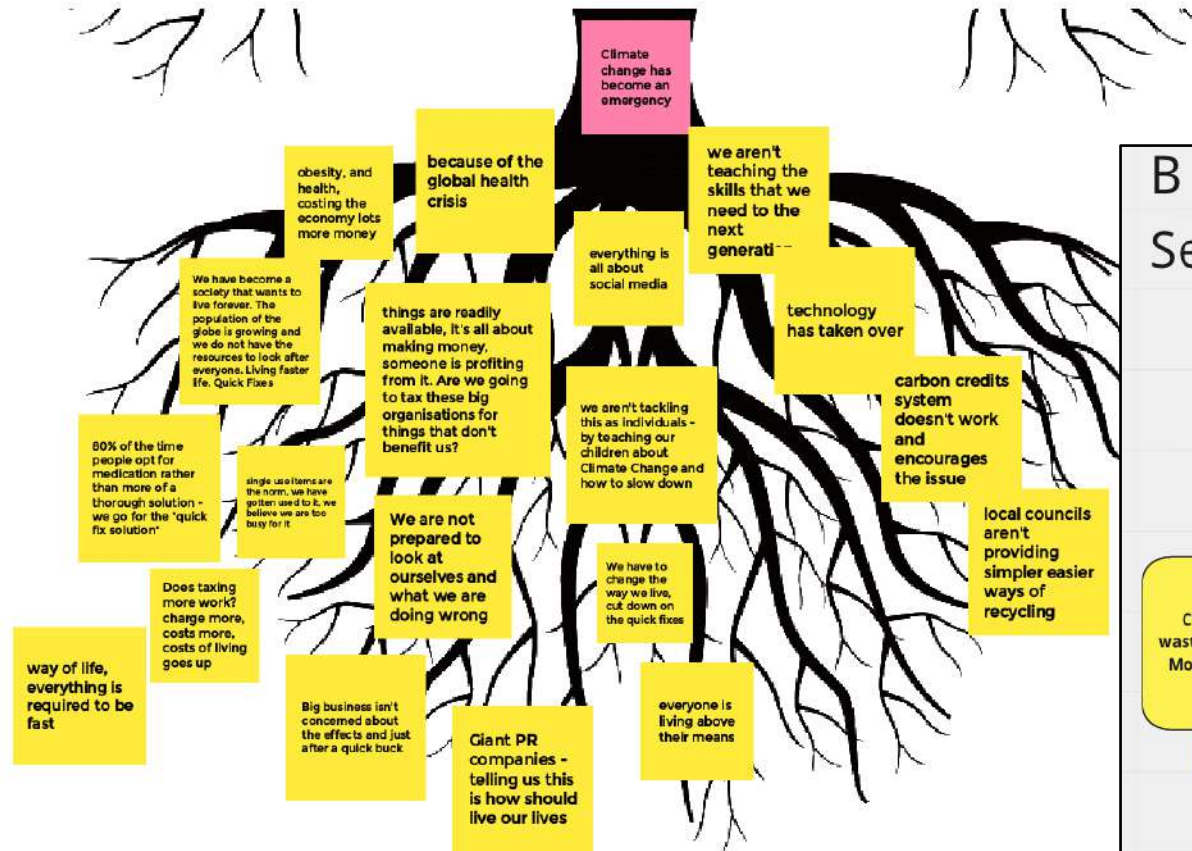


Questioning the Experts

- Sir Brian Hoskins, Chair and Founding Director, The Grantham Institute for Climate Change and the Environment, Imperial College London
- Julie Godefroy, Sustainability Consultant & Technical Manager, Chartered Institution of Building Services Engineers
- Dr Clare Hanmer, Research Associate, Centre for Climate Change and Social Transformations
- Dr Neil Jennings, Faculty of Natural Sciences, The Grantham Institute for Climate Change
- Aneaka Kellay, Retrofit and Energy Commons Team, Carbon Co-op
- Matt Copeland, Policy Manager, National Energy Action
- Lord Callanan
- Representatives from the NHC membership:
 - Broadacres Housing
 - Hull City Council
 - Connect Housing
 - All project partners



Unpicking the Complexity of Climate Change & The Future We'd Like to See



Minister's Questions...

“SHDF – who pays for the rest? If that falls to Housing Associations, how will it impact tenants and those already in Poverty?”

“How do we ensure the work is done by qualified tradespeople, not just the cheapest tender?”



“We’re still building homes that aren’t properly insulated. What can be done?”

“Electric vehicles becoming the norm – how can we ensure everyone has access?”

“You can’t guarantee the backing of your boss, can you?”

“COP26 – Where’s Housing and Retrofit?”

Jury Statement

"We are a great and diverse variety of individuals from the North of England that have joined together virtually in our own homes to learn about and discuss climate change and its impacts on our lives, our future, and the future of the planet.

We have all been aware for a long time that climate change is a problem, but this process has brought the issue to the fore and made us all understand the urgency of the situation.

It's been an education and it's been eye opening.

Climate Change needs to be taken seriously, not just for now, but for future generations. We feel there is too much talk and the time has come for action.

We, the Social Housing Tenants Jury, have brought together different levels of knowledge, experience and different opinions to create shared understanding and shared solutions in the form of recommendations that we have all worked hard to create and agree upon.

When you look at our recommendations, go forward with an open mind, listen to what we have to say and above all – let's take action and act together.

This is real. This is urgent. Listen to the people. We have spoken."



Recommendations

Urgency

- There is a need to take into account the urgency of the issue of climate change and installation programmes need to be quicker.

Standards and Accreditation

- The best quality of technology should be used.
- Housing associations need to work with contractors to ensure work is completed to the highest standard. An independent person or body to be appointed as a point of contact for tenants, to provide oversight to work, to hold parties to account & mediate any issues.
- The housing associations should be proactive in training and employing their own skilled workforce necessary to complete the work within timescales by 2050 and to allow for any repairs and replacements.



Recommendations

Improving Energy Efficiency and Installing Renewable Heating Technology

- The retrofit programme should be carried out in one go rather than two visits, firstly because there is a lack of time to deal with climate change and secondly to ensure the correct materials for the standard of equipment are installed.
- 17 Housing Associations should not be too fixed minded regarding which type of technologies they will use for retrofitting. Start with a 5 -10-year plan initially but keep an open mind. Technology can change quickly.

Being Honest About Disruption – Steps to Manage and Mitigate

- The potential for disruption is huge. Tenants need to have clear and timely information about timescales, cost and disruption.
- Housing associations need to ensure good communication with tenants before, throughout and after any work carried out.
- People in care homes, older and vulnerable people should be made aware of what is happening. Good, clear information should be provided in a format they can understand.
- People need to be given options to get away from the mess and noise of work being carried out on their homes.

Recommendations

Costs – Now and in the Future

- We are concerned about costs to tenants (bills, potential rent increase, damages, emotional) and want tenants to feel better off from the work completed. HAs need to work with others to safeguard tenants from energy price increases (e.g. lobbying). We need specifics about what level of compensation to expect for planned and unplanned damages. Housing associations need to explain to tenants how they are paying for retrofitting programmes and be accountable.

Collaboration Across Areas and Across the Sector

- Housing Associations should collaborate with each other and Local Authorities and other agencies.



Recommendations

Knowledge and Education – Improving Social Housing’s Knowledge of the Problem and the Solution

- Raise awareness with everyone in our communities about how we can tackle climate change through a range of communication channels. Communication must use clear, accessible language at all times.
- There needs to be mock-ups of a retrofitted house which people can visit (in person or virtual tours) and learn how to use the new technologies through training. There should be 'how to' videos on using the new technologies on each HAs website. We need a named liaison person who can deal with queries regarding equipment education and support etc. These should be a mix of tenants and officers and retrofit champions.
- Housing Associations to upgrade their profile by showcasing what the tenants are doing in their areas, leading the way to create better attitudes and outlooks, bringing more awareness and demonstrate what is possible.
- Part of the school curriculum on ‘community and environment’ should encompass how society is changing to adapt to climate change.



Recommendations

Tackling Climate Change in the Community

- Housing Associations to employ a local dedicated person to work with the community to open the community centres and develop the green spaces -ensuring that people are more informed about the spaces, having a more connected approach and access to the facilities.
- Housing Associations to identify spare land that can be used for accessible, inclusive community spaces.
- Look at ways to involve local councils, schools and the wider community, including collaboration with supermarkets to tackle climate change through their tokens system.

Other Recommendations

- Checks and balances need to be in place to avoid contractors profiteering where large budgets are involved.
- The Tenants' Climate Jury should be reconvened every 12 months or every 18 months at the latest to keep an eye on what's going on and to keep the Jury updated on progress.
- Local traders must be given the opportunity to tender.
- All housing associations should have their green credentials nailed to the mast so they cannot hide away. There should be a green mission statement from all housing associations. This should include how carbon reduction is being achieved.
- For all procurement in housing associations whether it is stationery or contracting maintenance staff there should be a carbon reduction clause.

Next Steps

- Launched 2nd November – **Northern Housing Summit**, including a video telling the Jury's story.
- Tenant launch 17th November – **Tenant Panels conference**
- Trailing findings and themes already begun:
 - **MHCLG (DLUHC) Decent Homes Review Sounding Board**
 - **All4Climate – Italy 2021** – PreCOP26 official event
 - **NEA Warm Week** - Social Housing Session: how to do more and make sure tenants are beneficiaries of decarbonisation
 - **TPAS Net Zero Week** – A Sector View Point
- Commitment from BEIS to consider findings through **Social Housing Decarbonisation Fund Consultative Panel**.
- Active approach to identifying platforms for dissemination and opportunities for collaboration.



Thank You

Contact: liam.gregson@nhc.org.uk



Lunch break

Please come back at 2pm using
the same link as this morning

The 11th National Tenant Panel Conference

Julie Hoyle – Involved resident

Roger Hargreaves – Involved resident

Daniel Klemm – Director of Customer Experience and Communications



Julie



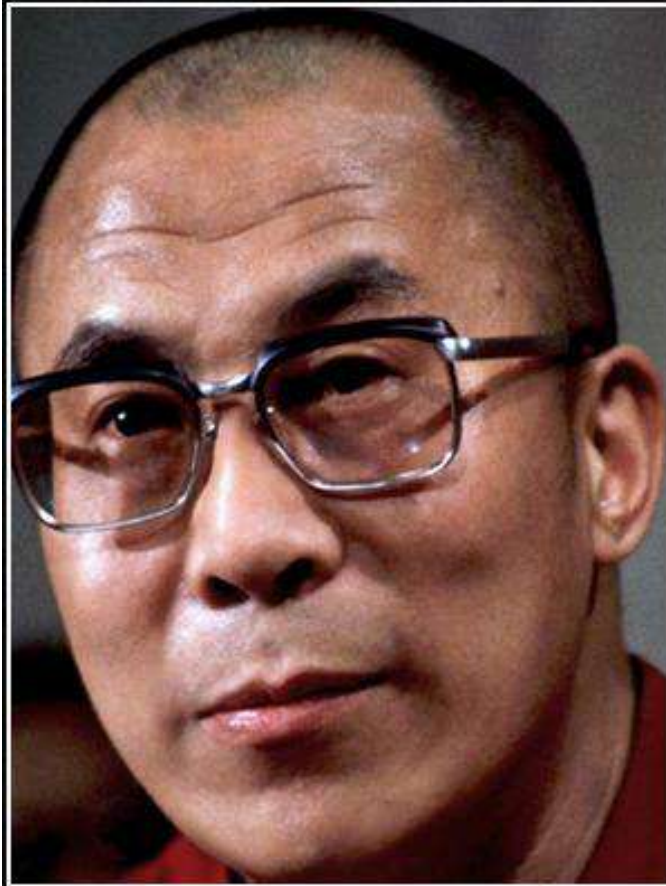
Roger



Daniel

Sharing experience from Together Housing

- Don't get everything right but keen to share some areas of expertise
- Daniel to give an overview with Julie and Roger to speak later
- 3 key themes
 - Openness and transparency
 - Resident insight
 - Engaging online



A lack of transparency results in
distrust and a deep sense of
insecurity.

— Dalai Lama —

AZ QUOTES

Openness and transparency

- Survey of residents – December 2019 and Local Panels – January 2020
- Residents interested in things that affect them on a daily basis
 - Resident safety
 - How we are performing – repairs, investment, complaints
 - How each £1 is spent
- Scheme launched in April 2020
- Information published quarterly/6 monthly on our website at - <https://www.togetherhousing.co.uk/about-us/openness-and-transparency/>

How every £1 of rent is spent Quarter 1 (to 30 June) 2021/22



Please note that these figures to the end of quarter 1 of 2021/22 (30 June 2021) are based on the draft management accounts. These figures are subject to final accounting adjustments as we are awaiting calculations for these from our external advisors.

* Depreciation – An accounting term used to recognise the reducing value of an asset such as a home over a longer period of time.

* PFI expenditure – Costs associated with the Salford Private Finance Initiative (PFI), Pendleton Together.

* Operating surplus – This is money that is reinvested to improve our current homes and build new homes.

Fixing your repair

Performance

| | |
|-----------------------------------|-------------------|
| % Right first time | 80.9% |
| % Appointments made and kept | 97.1% |
| Average days to complete a repair | 19.52 days |

| We will... | Measure | Apr-Jun |
|---|--|----------------|
| Complete emergency repairs and maintenance within 24 hours | % of emergencies completed within 24 hours | 97.4% |
| Complete routine repairs and maintenance within 28 days | % of routine repairs completed within 28 days | 68.8% |
| Complete planned external works within 90 days | % of planned external works completed within 90 days | 85.0% |
| Complete planned improvement works to your home: kitchens within 10 days | Average days to complete | 13 days |
| Complete planned improvement works to your home: bathrooms within 15 days | Average days to complete | 10 days |
| Complete planned improvement works to your home: multiple elements within 25 days | Average days to complete | 15 days |



Customer satisfaction

Average Rant & Rave score (out of 5)

4.58

Resident insight

- Rant and Rave text message service
 - Repairs
 - Gas
 - New tenancies
 - Relet service
 - Customer services
- If you call customer services, have repair or a gas service today – you get a text message at 6pm tonight
- 2 scores – Performance and sentiment
- 27% response rate
- Phone back low scores – 1 and 2 – within 48 hours
- 6 monthly telephone STAR surveys of 1,500 residents undertaken and 3,000 residents online

Great Customer Services



Easy to do business with
We promise to be easy to do business with and deliver great services.



Take Ownership
We will take ownership of your issues and seek to resolve them in full and achieve high levels of customer satisfaction



Communicate and update
We will communicate clearly and simply and keep you updated using your preferred method of communication.



Trust and deliver
You can trust us to listen and do what we say we will do.



Rant and Rave - Customer Services

“You contacted Together Housing today. On a scale of 1-5 (where 5 is very satisfied), please rate the advisor who handled your call”

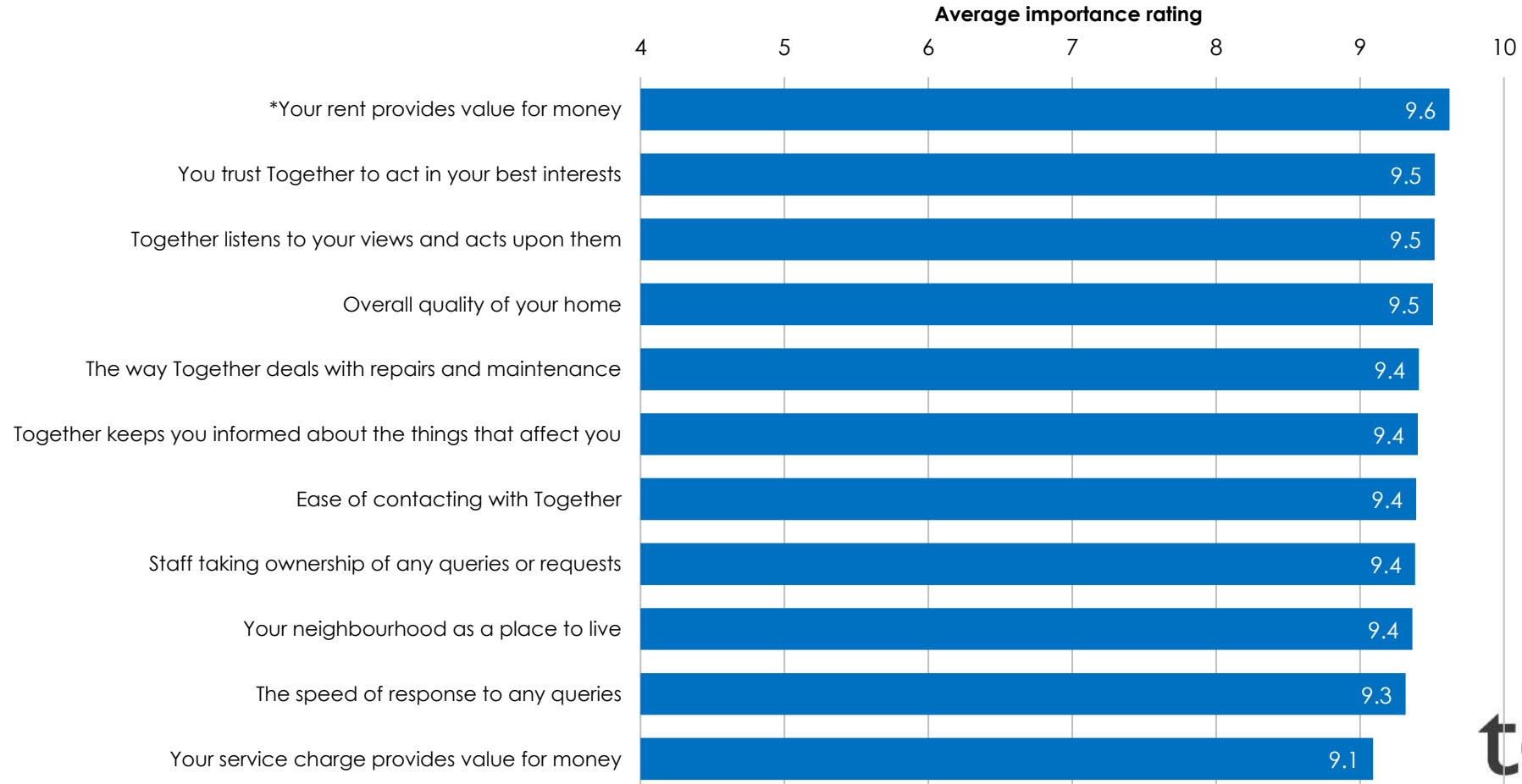
| | Oct | Nov | Dec | Jan 2021 | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep |
|----------------------------------|------|------|------|----------|------|------|------|------|------|------|------|------|
| Performance (CSAT) | 4.68 | 4.67 | 4.66 | 4.67 | 4.66 | 4.66 | 4.68 | 4.67 | 4.64 | 4.62 | 4.62 | 4.61 |
| Sentiment | 4.31 | 4.30 | 4.29 | 4.29 | 4.28 | 4.28 | 4.29 | 4.29 | 4.26 | 4.25 | 4.24 | 4.23 |
| Average days to call back alerts | 1.16 | 1.00 | 1.92 | 1.17 | 0.89 | 1.16 | 0.49 | 0.84 | 1.17 | 0.86 | 0.97 | 0.93 |
| No. of alerts | 85 | 89 | 85 | 82 | 84 | 69 | 87 | 68 | 102 | 95 | 68 | 91 |
| % alerts dealt with | 98.8 | 94.4 | 97.7 | 97.6 | 94.1 | 98.6 | 96.6 | 85.3 | 98.0 | 90.5 | 98.5 | 93.4 |
| Response rate % | 25.7 | 23.9 | 23.7 | 23.9 | 23.9 | 24.1 | 26.1 | 25.2 | 24.6 | 24.2 | 23.9 | 23.7 |

What do customers state as being important?

How important or unimportant are the following to you?

(1=of no importance at all, 10=extremely important)

Sorted in descending **importance order**



Get involved online

Virtual Voice

Virtual Voice is our way for you to share your views with us digitally from the comfort of your own home. Our online surveys let you have your say whenever and wherever suits you. This is the ideal way to get involved if you don't have the time to attend meetings.

Doing an online survey is quick and easy. You can complete as many surveys as you wish. What's even better is there are prizes to win!

To join the Virtual Voice [contact us](#) to send us your contact details.

Facebook Group

We have a Resident Engagement Facebook Group where members can find out more about surveys and activities that we are organising. The Facebook group is open to any resident of Together Housing.



[Join the Facebook Group](#)

Engaging online

- 2,300 residents signed up to Virtual Voice Group to give feedback at a time which suits residents
 - 872 residents responded to Go Green Together consultation
 - 984 residents responded to ASB consultation
 - 469 responded to Really Useful Tenancy Guide
- 500 Residents in private Facebook Group
- 26,000 residents get a monthly email with updates from Together Housing
- 24,000 monthly visitors to the website

Resident perspective from Julie and Roger

You said, we did

YOU SAID

“**Together Housing’s income policy is difficult to understand.**”

WE DID

We worked with residents to rewrite the policy, taking out all the legal terms and jargon that residents didn't understand and made it much easier to read.

YOU SAID

“**Many residents want help to use the online services on Together Housing's new website and app.**”

WE DID

We made new clear and simple 'how to videos' that show how to use our online services.
Residents who don't use the internet can still access our services by phone.

YOU SAID

“**People who don't have internet access struggle to apply for a Together Housing home.**”

WE DID

We've developed a new system that has freed up more staff time so we can now provide help to people who need it to complete applications over the phone.

YOU SAID

“**It's not clear how to report anti-social behaviour and what Together Housing does to help.**”

WE DID

We've produced a new video explaining how we respond to reports of anti-social behaviour and work with residents to resolve issues.

YOU SAID

“**Residents who are suffering from noise nuisance by neighbours need a better way to record evidence of the problem.**”

WE DID

We now have a new noise app which allows residents to record any problems with noise on their mobile phone and send it directly to us.
This helps us to respond to residents more quickly. You can find out more details [here](#).

Any questions?

Tenants leading change in their community

Steph Tomlinson –
Community Activist, Stockbridge Village

Rebecca West –
Community Development Manager

ForHousing 

Who are we?



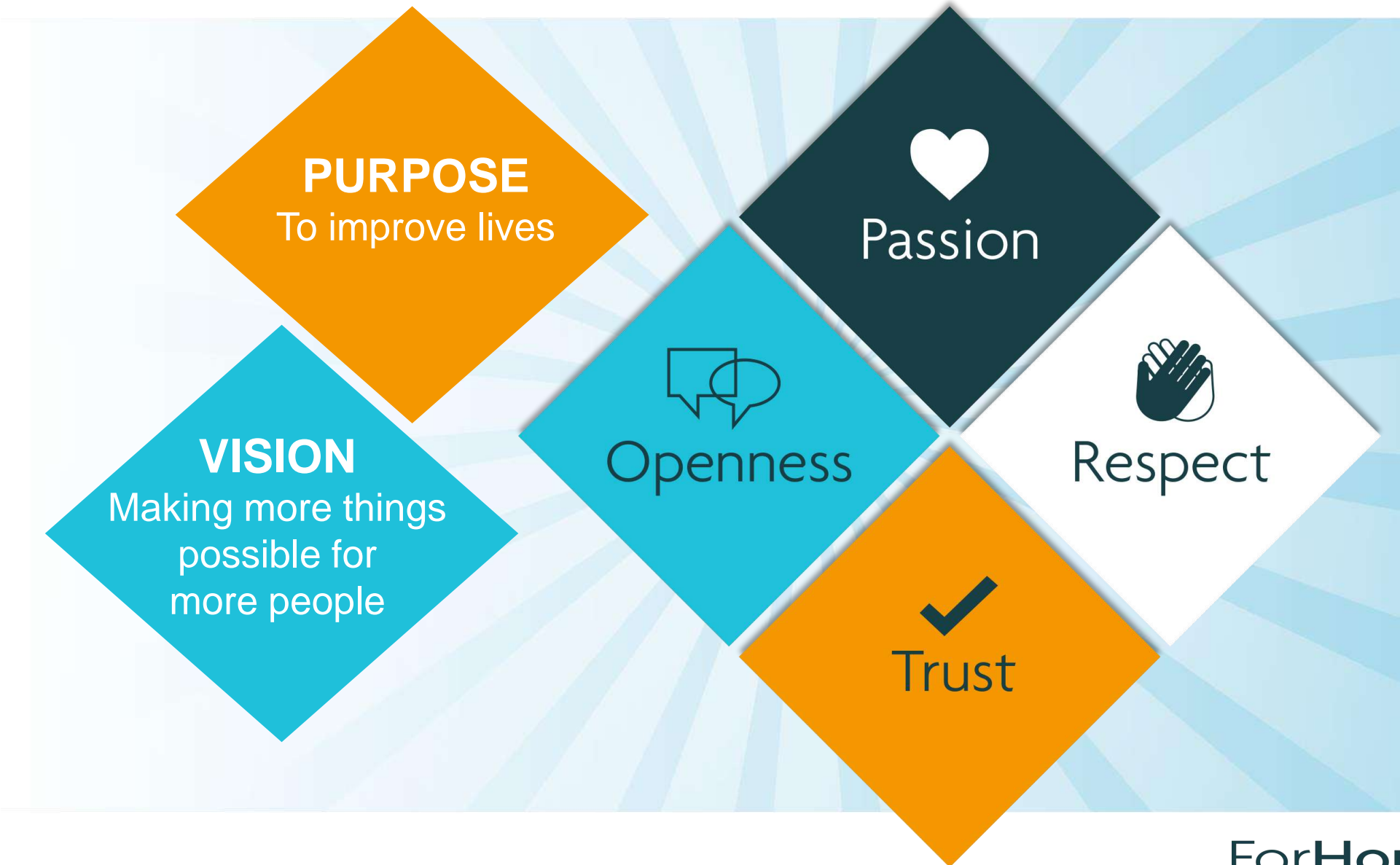
Steph has lived in Stockbridge Village for 50 years, she is a community activist and sits on the Community Voice Panel, volunteers at the local food hub and played a central role in the estate's COVID response. Steph was awarded 'Tenant of the Year' at the Northern Housing Awards and nominated for the lifetime achievement award at the TPAS awards in 2021.



Bec has worked as ForHousing Community Development Manager for 4 years and is passionate about empowering communities.



About ForHousing



Community Voice

- Three Community Voice groups
- Influence development and delivery of key organisational policies and strategies
- Challenge the organisation where needed
- Raise key local issues
- Support the development and delivery of community projects through the community fund and local improvement grant



[VIDEO: Meet the Community Voice!](#)

Community Fund and Local Improvement Grant

- Budget of £68,500 to support grants up to £500 for local community projects
- Decisions made on a monthly basis
- In 2020/21 £60,343 of grants awarded to 130 activities that directly benefitted 1,387 tenants and residents
- Local Improvement budget of £31,000 to support grants of up to £3,000



Case Study

Sandra Bold received £500 to provide toys for vulnerable families with children and gifts for people living on their own the Stockbridge Village at Christmas.

- Donations were received from the local community
- Nominations for recipients were submitted by local community activists, and local organisations
- Supported older residents who lived alone and families who were identified as 'struggling' or 'vulnerable'
- Provided donations of forty presents to two local primary schools, St Albert's and Meadow Park
- Over **100 children** and **68 adults** living alone benefitted from the project.



Meadow Park School

@meadowparkscho

Replying to @AnnieForhousing and @ForHousing

Please pass on our sincerest thanks to Sandra & Steph, we feel very lucky to part of such a wonderful community #proud

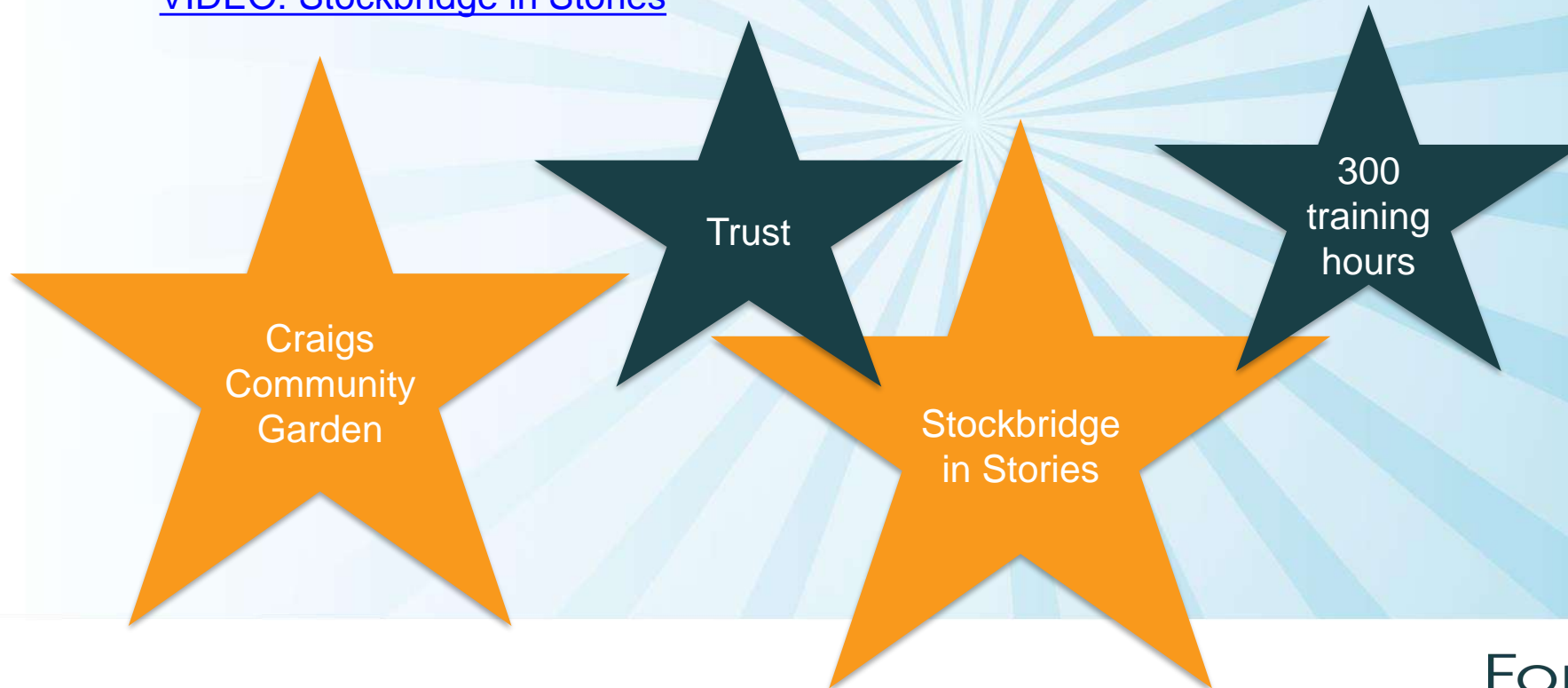
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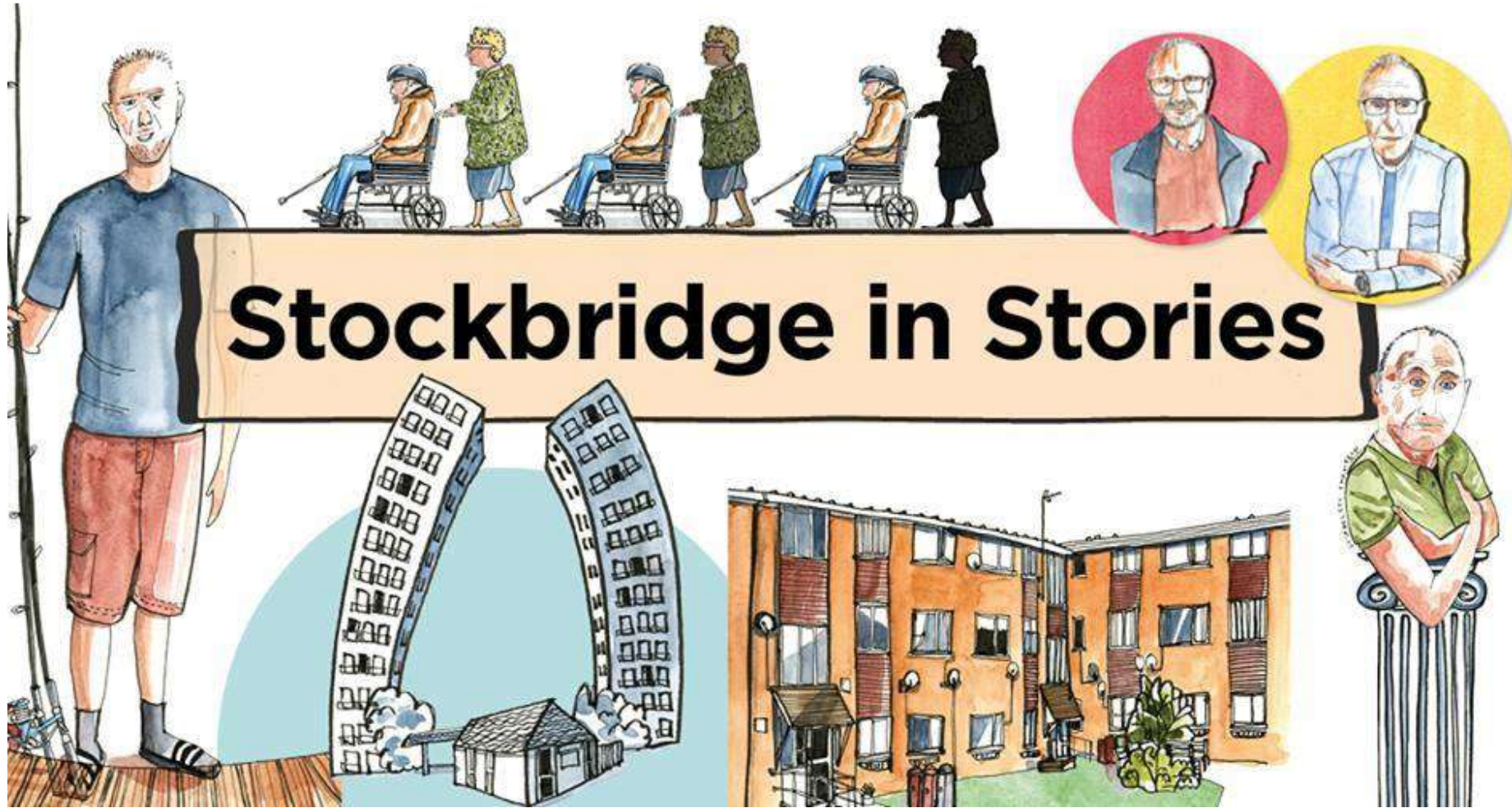
"I am going to do it again next year; I already have volunteers ready to help and I've started collecting donations. I would never had been able to help as many people without the funding from ForHousing"

CLARHC and ARC

- University-led, active research programme
- Aimed to increase resilience in local neighbourhoods, by using evidence from research alongside the knowledge of people who live and work in Stockbridge Village
- The project worked alongside communities to identify what matters to people, look at what needs to change and then work alongside residents, professionals, policy makers, and other stakeholders to develop solutions.
- [VIDEO: Stockbridge in Stories](#)



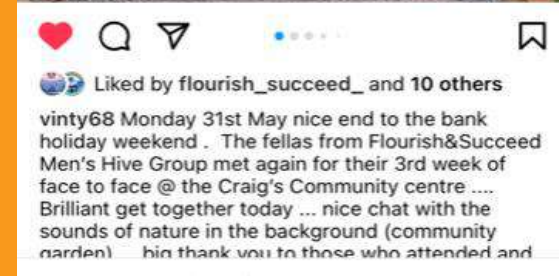
Stockbridge in Stories



Craigs Community Garden

From the derelict to the beautiful!

- Gardening activities
- Volunteering opportunities
- Grow, cook and eat
- Community resource
- Refurbishment of Community Centre
- Foodie Fridays



Well Space

- Supported by ARC
- Video-led online Wellbeing Service
- Shared stories by people with lived experience
- Information about local support services
- Support with:
 - Finances
 - Mental Health
 - Physical Health
 - Getting involved

Available at:

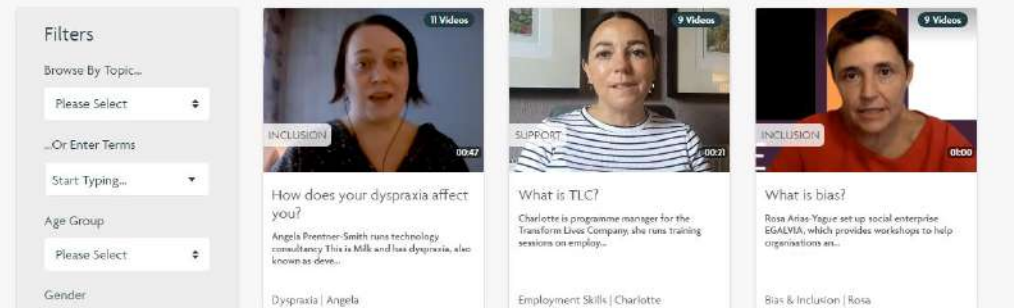
wellspace.forhousing.co.uk

[VIDEO: Elliott's story](#)

The logo for Well Space, featuring the words "WELL" and "SPACE" in a bold, white, sans-serif font, stacked vertically and enclosed within a white rectangular border. The background is a solid yellow color.

Champions Cinema

Hope On Film

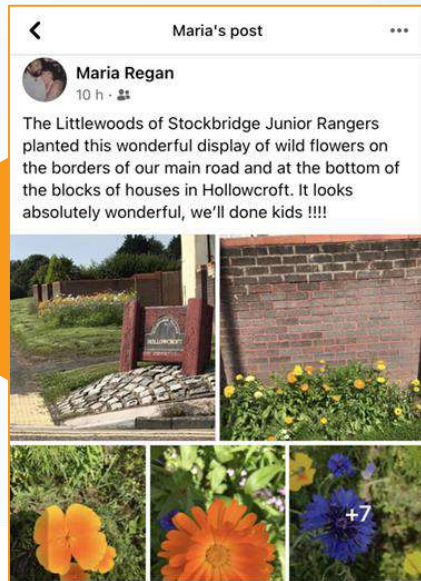
A screenshot of the Champions Cinema website interface. On the left, there is a "Filters" section with three dropdown menus: "Browse By Topic..." (set to "Please Select"), "...Or Enter Terms" (set to "Start Typing..."), and "Age Group" (set to "Please Select"). Below these is a "Gender" dropdown. On the right, there are three video thumbnails. The first is titled "How does your dyspraxia affect you?" by Angela Prentner-Smith, with a video length of 00:47 and a topic tag of "INCLUSION". The second is titled "What is TLC?" by Charlotte, with a video length of 00:21 and a topic tag of "SUPPORT". The third is titled "What is bias?" by Rosa Arias-Yague, with a video length of 01:00 and a topic tag of "INCLUSION".

Green Guardians

Awarded over £21,000 to coordinate Environmental and growing projects in Stockbridge!

Will deliver:

- 4 growing projects
- 2 festivals
- Health and wellbeing sessions
- 1 action project to tackle flytipping
- 1 new community garden
- Estate clean ups



All delivered by local community groups and volunteers!



And more!

- Knowsley Borough of Culture -Tall Tales
- Food Hubs and the Hardship Grant
- Play Streets
- Stockbridge Action Youth
- Club @the Hub
- Community-led newsletter
- Loan Shark Awareness



Before we finish...

We were asked to provide 'hints and tips' about how tenants lead change and how you develop trusting relationships.

There's no magic bullet to do this and there are five key ingredients:
Ability to Listen, Honest Conversations, Investment, Trust and Time



- Listen to people's views and concerns
- Have honest conversations about what can and can't be done
- Invest, whether that be time, money or expertise
- Let go and trust others who are experts
- Don't expect it to happen overnight!

All this helps to build stronger relationships which is key to success!



@ForHousing
@Rforviva



@ForHousing



Communities@forhousing.co.uk

ForHousing 

The ForHousing logo consists of the text 'ForHousing' in a dark teal, sans-serif font, followed by a stylized arrow icon. The arrow is composed of two overlapping triangles: a larger orange one pointing right and a smaller cyan one pointing left, creating a central white space.

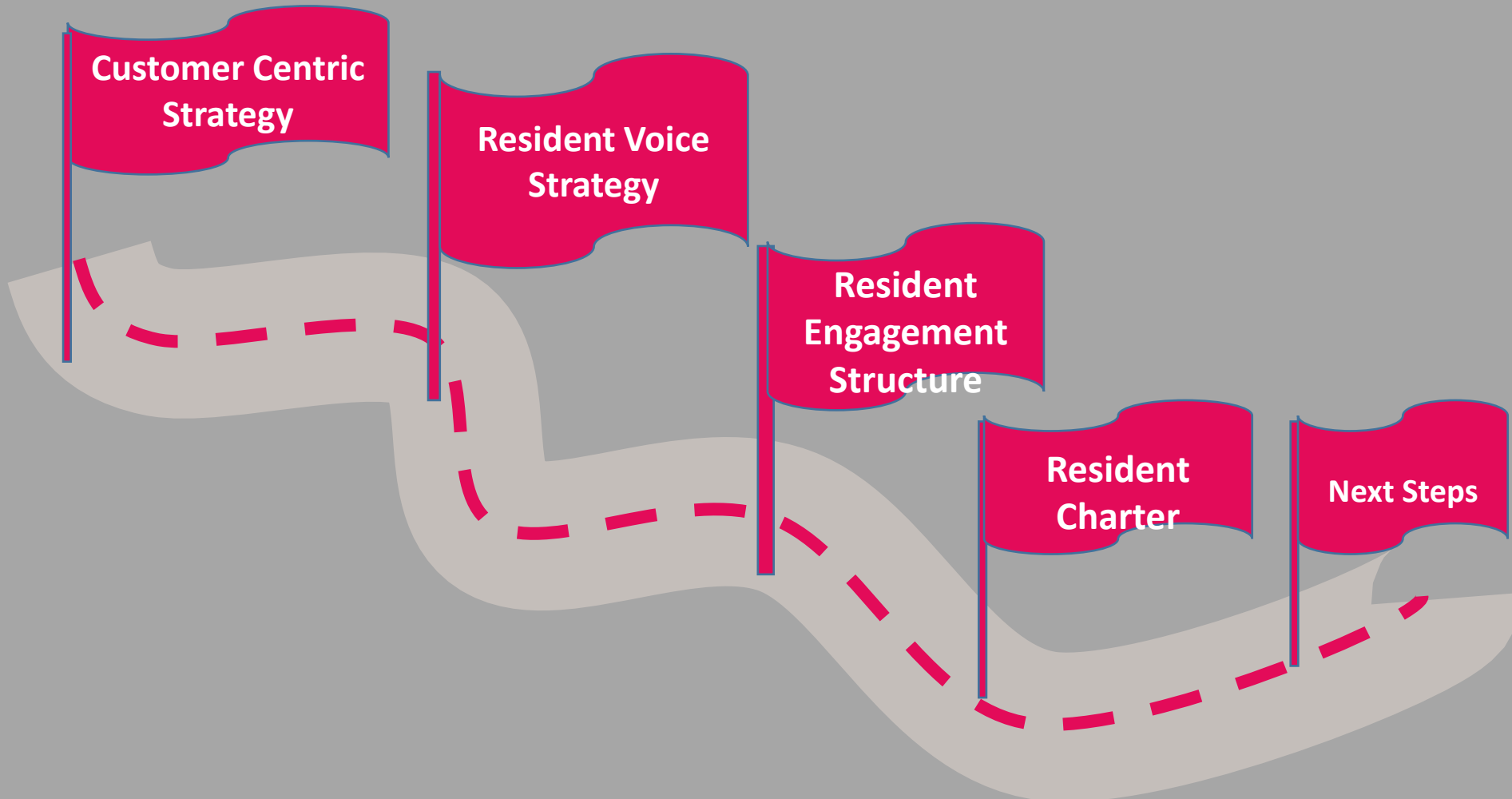
Our Customer Engagement Commitment 2020-2024

By
Amanda Wait
Customer Experience
Manager



We will take you on a Journey today...

Regenda
Homes



WHAT IS OUR CUSTOMER CENTRIC STRATEGY

<https://www.youtube.com/watch?v=zd7ABi3aPx4>

Key drivers for the new vision

- White Paper 'New Deal for Social Housing'
- NHF Together with Tenants Charter
- Building Safety Regulations – learn from the lessons of the Grenfell Tower disaster with a greater focus on Health & Safety
- Housing Ombudsman Code of Practice
- TPAS Recommendations
- Covid
- Regenda Group 5-year digital strategy - emerging opportunities for the digital transformation of resident engagement
- Group Structure – new businesses



<https://www.youtube.com/watch?v=nLo0F7emiQ8>

Our Engagement Approach will be based on 5 principles:



**CUSTOMER
FEEDBACK**



REALITY CHECKING



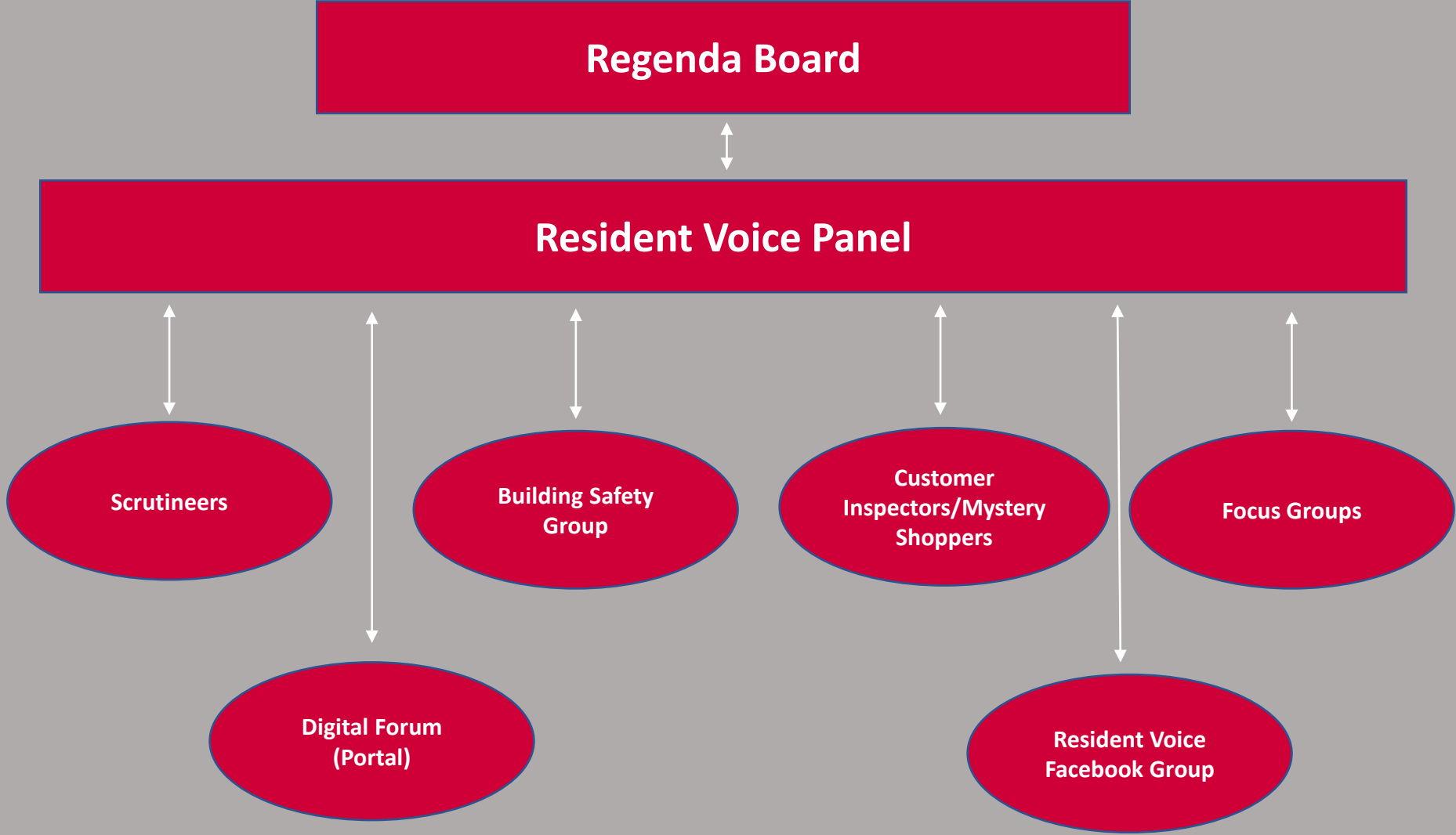
SCRUTINY



**BUSINESS
IMPROVEMENT &
INTELLIGENCE**



ACCOUNTABILITY



Regenda Board



Resident Voice Panel



Scrutineers



Building Safety Group



Customer Inspectors/Mystery Shoppers



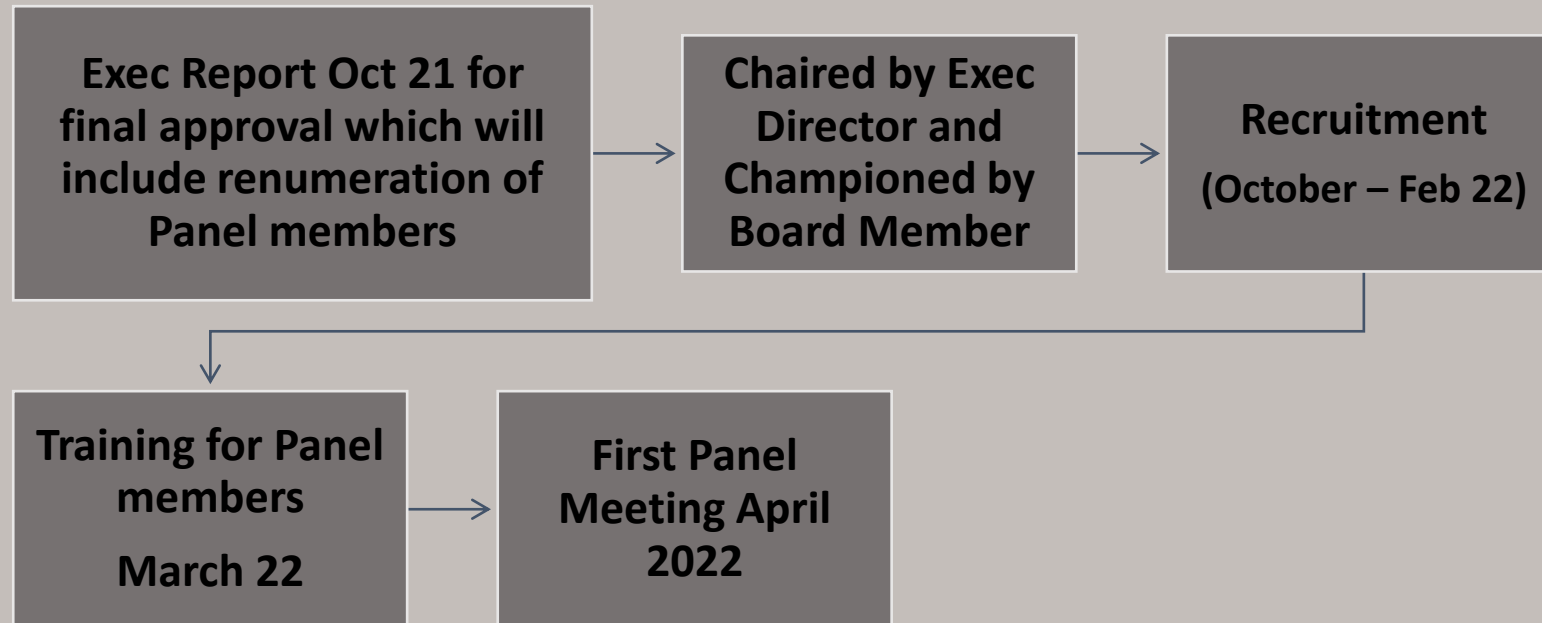
Focus Groups



Digital Forum (Portal)

Resident Voice Facebook Group

Resident Voice Panel.....Coming Soon



Purpose of the Resident Voice Panel

- Review the delivery of the Resident Voice Strategy 2021 to 2024
- Be a consultative panel
- Improve services to residents
- Identify areas of Scrutiny to be carried out by Regenda Scrutineers
- Develop and review customer service performance information
- Act as a “critical friend” in reviewing policies and strategies that impact directly on service delivery.
- Provide feedback and challenge to ensure that all services are delivered in accordance with Regenda’s Equality, Diversity, and Inclusion Strategy.
- Provide feedback and challenge to ensure tenants are safe in their homes.
- Provide feedback and challenge to ensure Regenda Homes and meets the expectations of the Regulatory Standards

Scrutineers

- Remodel the scrutiny panel to meet the new needs of customers and Regenda
- Residents who are unsuccessful for Resident Voice Panel will be offered a role as a Scrutineer
- Replace with Task & Finish Group (3–4-month period)
- Renumerated for each review completed
- Can participate in reviews which interest them



A group of construction workers wearing hard hats and high-visibility vests are gathered around a tablet computer on a construction site. One worker in a white hard hat and yellow vest is pointing at the screen, while others in various colored hard hats (white, red, orange) and vests (orange, yellow) look on. The background shows a concrete floor and some construction materials.

Building Safety Group....Coming Soon

Customer Inspectors/Mystery Shoppers

- Test that we deliver our Regenda Service Promises by telephoning residents who have used the service, complete estate inspections, call listening & website audits
- Different area tested each month – (repairs & planned maintenance tested twice)
- Customer Inspectors are home based at the current time
- Mystery Shoppers are those residents who use our service and complete a survey about their experience

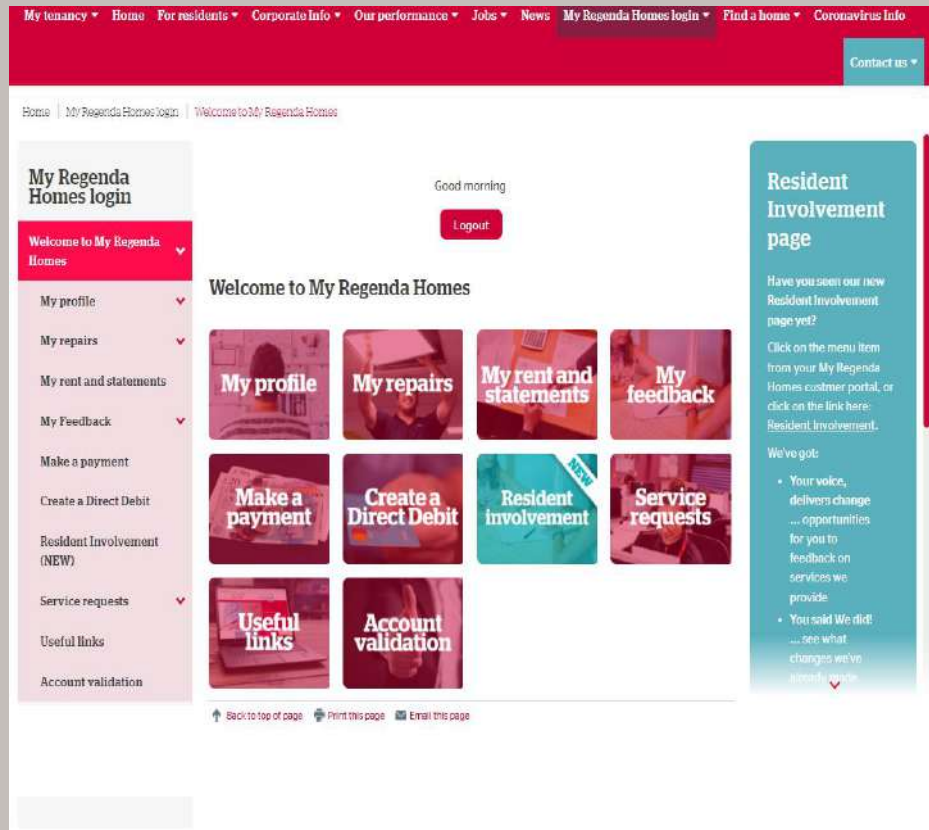


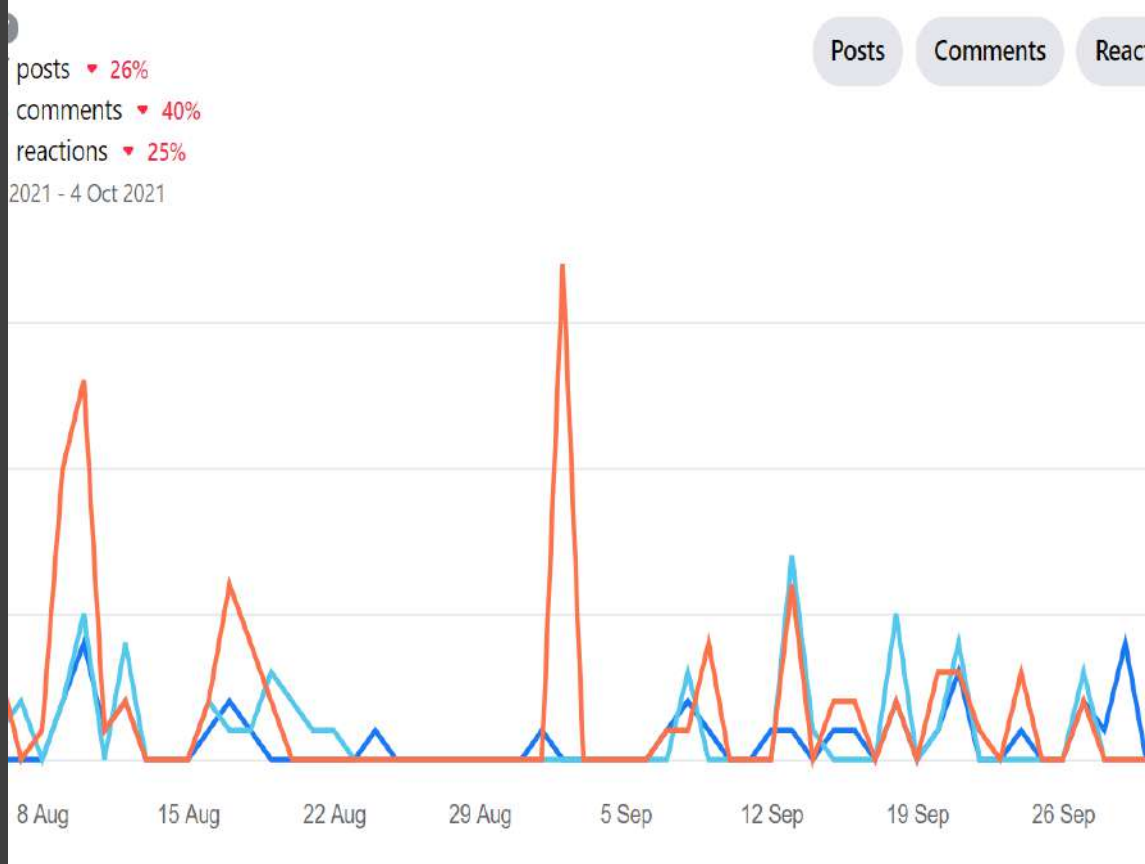


Focus Group

- Service Charges – reviewed letters and service charge information sent to residents
- Lettings Process
- Customer Portal
- Financial Inclusion Letters
- Reviewed KPI's to be more Customer Centric

Digital Forum (Portal)





The group has over 200 members





Regenda Residents' Charter

Our commitments to you...



Relationships

In all interactions, we will treat residents with respect. Relationships between residents and Regenda will be based on openness, honesty and transparency.



Accountability

We will work in partnership with our residents to ensure that we are held to account on decisions that affect the quality of homes and services.



Communication

We will provide clear, accessible and timely information on issues that matter to you, including how our organisation is run, our performance and how we will resolve any concerns you have.



Quality

Residents can expect good quality, well maintained, safe and well managed homes.



Voice and influence

Regenda will seek and value the views of residents and will use this information to inform decisions. Every individual resident will feel listened to by Regenda on the issues that matter to them and can speak without fear.



When things go wrong

Residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Residents will receive timely advice and support when things go wrong.

Relationships

We will treat all our residents with respect in all interactions with us. Our relationships with our residents will be based on openness, honesty and transparency.

How will we deliver this?

- Our values create a culture that ensures all staff listen to and respect you
- We will be open and honest and will do what we say we will
- We will create an environment of mutual respect between our staff and you and take steps to identify and tackle negative social stigma
- We will design services that aim to meet the needs of a diverse group
- We will listen and take ownership of your queries
- We will be more visible in our communities and complete joint walkabouts/scheme inspections/surgeries which will be advertised on our website
- We will work in partnership with local community groups to tackle issues in your area and regenerate places.

Measures:

- Our Customer Inspectors will audit our Contact Centre calls bi-yearly and the results will be published on our website
- We will monitor the number of complaints received about staff attitude and behaviour
- We will seek independent resident feedback about our services to help us to improve (Mystery Shoppers)
- We will survey our residents every two years, using the STAR National Housing Survey, to measure overall satisfaction
- We will monitor our Net Promoter Score (NPS), which shows how likely residents are to recommend Regenda as a landlord.



Communication

You will receive clear, accessible and timely information on the issues that matter to you, including your home and local community, how we will deal with any complaints, how our organisation is run and our key performance information.

How will we deliver this?

- We will communicate to you when there has been a significant staffing change within your housing team via our website
- We will be open and accountable by making information easily accessible
- We will use plain English in our communications with you and will provide translation services, such as through Language Line, when requested
- Our performance will be published each year through our annual report
- We will publish our complaints performance quarterly on our website
- We will publish 'you said, we did' information on our website and our Resident Feedback Group through Facebook
- We will update our website, social channels and newsletters with useful information about our housing services, how to get involved, feedback and actions, repairs, complaints and performance.

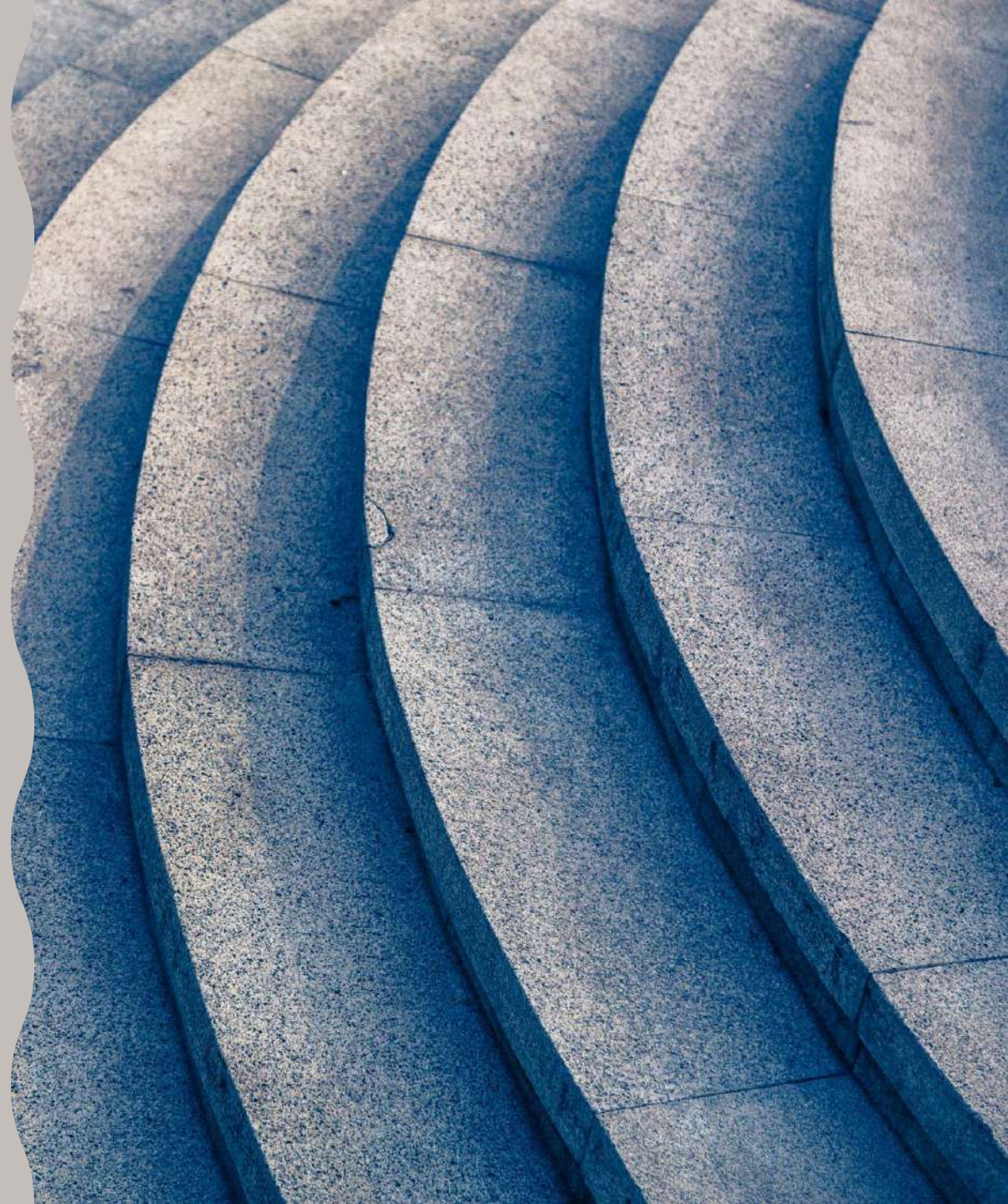
Measures:

- Our Resident Voice Panel will monitor our performance
- We will produce an annual report and will include information that you have told us is important to you
- Customer Inspectors will regularly review our website/social media channels to check information is clear and up to date
- We will seek feedback from our customers on ease of access to our services and how we present performance information.



Next Steps.....

- **Develop Customer Centric Hub (Governance – monitor strategic progress)**
- **Develop Customer Centric Working Group (Staff – deliver actions within the Strategy)**
- **Deliver the objectives within the Resident Voice Strategy**
- **Set up & develop the Resident Voice Panel**
- **Set up Scrutineers**
- **Work with Asset Team to develop Building Safety Group**
- **Continue to grow our Customer Inspectors & Mystery Shoppers**
- **Continue to grow the social media platforms**



Our Residents

Why we get involved

<https://www.youtube.com/watch?v=vpJFzSWXi4A>

Q&A's





THANK YOU
FOR ATTENDING THIS EVENT

@NHC

Northern Housing Consortium

www.northern-consortium.org.uk