

## CUSTOMER EXPERIENCE COMMITTEE

### THURSDAY 27<sup>TH</sup> FEBRUARY 2025



### CUSTOMER MAPPING WORKSHOP

The Chair introduced Members to the new Committee format and set the scene for a workshop focused on mapping the points of contact with our customers. The Committee were asked to consider the strengths in our approach to customer contact, any gaps identified in the mapping exercise, and next steps to improve engagement with customers.

Members were prompted to ask themselves whether they feel customer voices are being heard, before considering one challenge and one positive from our current feedback processes.

The Committee then broke off into three groups to discuss before feeding back to the rest of the Committee.

There was a consensus at the end of the discussions that the two key takeaways of the session were communication and expectations management.

### CUSTOMER EXPERIENCE – HOW ARE WE DOING? Q3 2024-25

The Chair introduced the new, more visual format for the data being provided. The presentation, provided by the Customer Experience and Customer Satisfaction Managers covered the following areas:

- Overall Satisfaction
- Anti-Social Behaviour
- Cleaning Communal Areas
- Leaseholders and Shared Owners
- Communication
- At Letting Satisfaction
- Damp and Mould
- AI Call Analysis
- Safety Checks Dissatisfaction
- Complaints by Team

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- Lessons Learnt
- Housing Ombudsman Cases
- Repairs Backlog

The Committee questioned various areas of the above topics and received explanations from the officers present.

## OTHER MATTERS

The Committee agreed that Members would be surveyed on options for holding Committee meetings at different times.

Members expressed broad support for the new meeting format, recognising that this was the first time and tweaks will be made going forward. A survey would be circulated after this meeting to gather feedback on the format and requesting other topics for discussion.