



WORKSHOP (INCLUDING TSM ANNUAL REPORT)

The Chair introduced Members to a refreshed workshop format, moving away from the previous reporting-heavy style. The aim was to better understand the customer voice, acknowledging progress made while recognising areas for improvement particularly around informal customer contact, which had previously gone unmeasured. The Chair also highlighted that the TSM Annual Report demonstrated the organisation's strong performance compared to peers, showing clear evidence of listening and acting on customer feedback.

The committee was presented with a summary of customer satisfaction data, noting a 1% increase from the previous year. The Committee discussed the "Listens and Acts" metric, with Members querying the current year's target of 66.5% and the seasonal dip in satisfaction during quarter 1, attributed to winter-related repairs.

The Committee reviewed customer comments and considered how satisfaction could be further improved, with a target of 69% set for 2025/26 to place the organisation in the top quartile. The silent customer project was also discussed, with a 24-month contact gap used to define a 'silent' customer.

Members then explored a series of focused questions around customer perception, communication effectiveness, and practical ways to "close the loop" on feedback. Key points raised included:

- The need for clearer communication around repair timelines.
- Challenges with emergency repairs scheduling and customer availability.
- Misclassification of repairs as emergencies and its impact on service delivery.
- The importance of realistic messaging around landlord responsibilities.

Suggestions to improve communication included adding emergency repair guidance to the annual newsletter and creating YouTube videos to support future 'Let's Do' events. Members also offered to help share these resources within their communities.

CUSTOMER EXPERIENCE –HOW ARE WE DOING? Q4 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:

- Listen and Act
- Total Mobile Repairs Satisfaction
- Household Profile Survey
- Finding Our Silent Customers
- Complaints
- Tenant Satisfaction Measures
- What Our Customers Are Telling Us
- Future Work

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

OTHER MATTERS

The Committee reviewed the Housing Ombudsman Complaint Handling Code Self-Assessment, noting the deadline extension to September 2025. Members confirmed the report's readiness, with minor amendments suggested to reflect the organisation's positive complaints culture. Training options for Members were discussed, including online and internal courses. The Committee approved the report, subject to the proposed changes.

Under items for escalation, the Chair recommended keeping the Board updated on Ombudsman cases. Members also highlighted the value of profiling work and understanding customer vulnerabilities. It was agreed this would be included in the September Board Assurance Report. The Chair will also reference it in her May 2025 Board Performance update.