

CUSTOMER EXPERIENCE COMMITTEE

TUESDAY 2ND SEPTEMBER 2025



CUSTOMER EXPERIENCE –HOW ARE WE DOING? Q1 2025-26

The Committee received an overview of performance across several key areas:

- Complaints – Ombudsman Cases
- Silent Customers
- Lessons Learnt
- NED Audit
- Tenant Satisfaction Measures

Discussion Highlights

The Committee discussed the ongoing risk posed by pests, particularly bed bugs, and the importance of safeguarding staff entering affected homes. An update on Total Mobile highlighted its value in providing data insights and supporting the repairs team, with peer benchmarking planned. Members welcomed the success of the new video calling feature in repairs, noting its accessibility across age groups and tech abilities. Positive customer feedback was shared, with the tool helping to triage and allocate repair jobs more accurately.

The Committee also received updates on face-to-face engagement, including the Straight Talk series and variable attendance at Customer Hub sessions. The Chair emphasised the importance of consistency in holding these sessions. Updates on the household survey and silent customers revealed valuable insights into customer needs and preferences, with AI work underway in partnership with Cardiff University to better understand engagement levels. Members cautioned against labelling customers but recognised the potential of the algorithm.

Further discussion covered complaints performance, including lessons learnt and training for engineers on conduct in customers' homes. The Committee explored how repeated repairs are tracked and addressed, particularly for seasonal issues like boiler faults. A recent Housing Ombudsman case was noted, with Members agreeing it should be escalated to the Board. The Chair also raised the importance of clarifying what constitutes ASB versus nuisance behaviour, and the need for better customer understanding. Plans for the Customer Scrutiny Group were welcomed.

RSH SELF-ASSESSMENTS

The Committee received and approved the self-assessments for the Tenancy Standard and the Neighbourhood and Community Standard. It was noted that a recent internal audit by RSM provided positive assurance, highlighting that GCH's self-assessments were more detailed than those of many peers.

A Member welcomed the consistent compliance and suggested that numbering the evidence would help strengthen the reporting by avoiding grouped or unclear references. The Committee *REVIEWED and APPROVED both self-assessments.*

Pride. Quality. Integrity. Innovation.

OTHER MATTERS

The Committee received the Annual Complaints Report, which outlined headline figures, key aims for 2025/26, and lessons learnt. Members welcomed the transparency and positive performance reflected in the report.

Pride. Quality. Integrity. Innovation.