



CUSTOMER SCRUTINY REPORT

The committee were given a direct update from a scrutiny member and focused on the neighbourhood management changes.

CUSTOMER EXPERIENCE – HOW ARE WE DOING? Q4 2024-25

The committee were provided with an overview of the performance related areas. The presentation, provided by the Customer Experience and Customer Satisfaction Managers covered the following areas:

- Lessons Learnt
- Housing Ombudsman Cases
- Tenant Satisfaction Measures (TSM)
- Complaints
- Transactional KPIs
- Property care
- Customer data
- Engagement and Scrutiny Update

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

COMPLAINT HANDLING CODE SELF-ASSESSMENT

The Complaint Handling Code Self-Assessment was approved with assurance given that actions will be tracked and no current risks that require escalation.

CXC TERMS OF REFERENCE

The Committee recommended the terms of reference to board with TSM oversight to be added.

CUSTOMER VOICE PROJECT UPDATE

The committee were provided an update on the consultancy work with Tentacles. It was confirmed that tentacles would attend a CXC meeting.