

# **SOUTH LAKES HOUSING TENANTS' COMMITTEE MINUTES**

12pm 7<sup>th</sup> September 2023 Windermere Room Bridge Mills

Present: Lesley Peters  
Paul Athersmith  
Pauline Vaughan  
Nick Harrison  
Charles Howarth  
Sarah Benjamin  
Silas Heys – Board Director (Observer)  
Ian Munro Chair of SLH Board  
Sarah Swindley  
Jackie Cooper  
(Observer)

Guests N/A

Officers in attendance: Cath Purdy – Chief Executive  
Emma Wilson – Corporate Support Assistant (Notes)  
Angela Tinkler – Head of Governance & Risk  
Zarina Chowdrey – Customer First Manager  
Niki Stockton – Director of Customer Experience

Apologies: Gaynor Aplin  
Henry Semple  
Sue Layfield

Circulation: As above include all managers

## **ACTION**

1. Niki welcomed everyone to the meeting and thanked them for their time and input. Introductions took place around the room. Niki shared a brief overview regarding the proposed changes to Consumer Regulation, the current customer voice structures and the aims of the review of customer voice and why SLH wants to ensure customer engagement is meaningful, and to close the gap between SLH Board and the customer.

### **1. MINUTES OF PREVIOUS MEETING**

- 1.1 Members of the Committee approved the minutes of 13th July 2023 as a true and accurate record subject to the date at the end of the minutes being amended to 7<sup>th</sup> September.

**EW**

### **2. HOUSING OMBUDSMAN COMPLAINT HANDLING CODE SELF-ASSESSMENT / COMPLAINTS POLICY**

- 2.1 Niki asked Members of the Committee if they had any questions on the 2 papers or wished to make any comments.

2.2 The Committee requested that the text be highlighted when changes and amends have been made.

ALL

#### 4. CUSTOMER VOICE IN GOVERNANCE

- 4.1 Niki, Zarina, and Angela shared a presentation with Tenants Committee members. The aims of the session are:
- Consult and engage with existing involved customers to get your views on how customers want to be consulted and informed
  - Ask your views what co-regulatory and community engagement structures would work
  - Ask your views on how customers want to hold SLH to account
  - Ask your views on how customers want the Board to hear the customer voice and take it into account in strategic decision making
  - Ask your views on how you think customers want to influence policy and service delivery

We want to create an inclusive framework for all customers, including tenants, leaseholders, shared owners and wider residents from across our geography.

- 4.2 The presentation updated Committee members on the Social Housing (Regulation) Act and how this will influence how customers engage with their landlords in the future.

Proposed consumer standards will include:

The Safety Standard,  
The Transparency, Influence and Accountability Standard,  
The Neighbourhood Standard, and  
The Tenancy Standard.

The presentation considered the current SLH customer engagement and profile of engaged customers and provided some information on what other RP's are doing and the pros and cons of different approaches and structures.

- 4.3 Customers were asked to share their thoughts about how SLH can engage with customers and what areas they would like to be involved in under four headings these included; Informed, Engaged, Influence, and Hold to account

- 4.4 Tenants Committee members were then asked to think about how this might look in terms of structure should it be a formal or informal structure. Other considerations;

- Remit / Terms of reference
- Membership
- Format / Frequency / timing of meetings
- Remuneration / Incentives
- How should communication flow between formal group and SLH Board
- Should customers be formal Board Directors or Observers/co-optees

- 4.5 The feedback from this and other customer insight such as CSAT surveys and the summer roadshow Neighbourhood Natters we are running over the summer, review of other RP approaches, and the proposed new consumer

regulations will then help us firm up a proposal for an inclusive customer voice framework.

This will include consideration of formal and informal structures and remit and board membership and co-optees for discussion with the wider Board at the Board Away and a report and recommendations to November Tenants Committee and Board, with a timetable for implementation.

- 4.6 Ian, the Chair of the Board thanked the Tenants Committee members for their time and contributions and confirmed that Board are keen to improve 2 way communication and ensure they hear and consider the customer voice when making decisions which impact customers.

**5. ANY OTHER BUSINESS**

- 5.1 None.

**6. DATE OF NEXT MEETING – 9<sup>th</sup> November 2023**