



RESIDENTS FORUM 3rd October 2024

8 Resident Forum (RF) members attended the meeting, and 3 RF members gave apologies. The meeting was also attended by the Director of Customer Experience (DCE), The Director of Business Improvement (DBI), the Customer Experience Manager (CEM) and the Customer Engagement Partner (CEP)

- RF members approved the minutes 5th September as a true and accurate record.
- RF members were updated on actions from the action proforma.
- RF members discussed the following points relating to repairs.
 - The repairs forum. This has been refreshed with a meeting held last week. The Repairs Forum will support designing and improving services and reviewing performance data.
 - Tenant Satisfaction Measure perception survey and transactional survey feedback and what happens when surveys have been completed. Managers review feedback and contact customers if they provide low scores / negative comments following a repair or sharing feedback. We then work with the customer to resolve the issues and use the feedback to improve services.
 - Training for SLH colleagues to improve repair diagnostics and ensure information is recorded correctly.
 - Repair fixes taking too long and what SLH is doing to improve waiting times such as the ongoing recruitment campaigns.
 - Keeping customers updated with progress on work/repairs.
- The DBI shared an update on procurement & contract management strategy. Laws around procurement are changing this was due to come into effect from Oct 2024 but has been delayed to Feb 2025. The strategy will ensure compliance with public procurement regulations. We hope to undertake procurement preparation much earlier engaging with customers and the market before specifications are written and provide SLH managers with training. Suppliers will be registered on a government central platform suppliers need to be engaged so that when we procure, we have a pool of contractors to choose from.
- The DBI asked RF members which areas of procurement and contract management they would like to be engaged with and review. RF members made the following suggestions;
 - Ground maintenance Champions for areas where this service is provided to monitor and share feedback with SLH.
 - Champions in communal blocks – consider how contact details can be shared, discussions took place around data protection.
 - Procurement of local contractors – RF members discussed challenges with local contractors being overpriced and not always able to provide the scale of work required.
 - Ensure contractor work is of good quality, monitor work and where failures happen think about how work can be rectified. RF members discussed contractors not being local and getting them back to jobs when work is not up to standard. Post-inspection

works need to take place. JM added we need to be clear about tender specifications and add penalties to ensure we get good-quality work.

- Ensure customers have a choice when kitchens and bathrooms are replaced.
- The DCE shared an update regarding
- The DCE shared an update regarding the procurement of a new Grounds Maintenance (GM) contract. SLH has been working with external consultants to support the procurement and map land ownership where SLH provides GM. We are conducting S20 consultations where required for those approx. 400 customers who pay a charge and in addition have issued a wider survey about the current and future service to all customers who receive the service – issued to approx. 1500 customers and we have received approx. 160 survey responses. A customer workshop is being held next week, with SLH and the consultant. The feedback captured from these different surveys/meetings will feed into the specification, procurement, and management.
- The CEM shared the Q2 performance data with RF members highlighting how SLH is performing against the TSM (Tenant Satisfaction Measures) KPI targets. Overall satisfaction has improved from 78.6% to 79.2% while we can see we are moving in the right direction we appreciate we still have lots of work to do. SLH's target of answered calls is 85% we received 2366 calls in total in Sept Q2 and answered 91.9% of these. Complaints for Q2 - we have 59 cases at stage one (56/57) responded to within target). 10 cases have reached stage two (6/7) and responded to within target).
- Top Complaint Categories:
 - Damp & Mould (12)
 - SLH Repairs (8)
 - Unresolved Repair Issues (6)
 - Property Condition (5)
- Other data shared included property services, decent homes & building safety and rent voids and development.