

Housing Customer Partnership Report to Board



Name of Customer Group	Housing Customer Partnership
Date of Meeting	22 nd January / 11 th February 2026
Author of Report	Jacqueline Russon, Customer Engagement Manager, and Housing Customer Partnership members.
Title of Report	Housing Customer Partnership Report to the Board

Decisions made/ Recommendations to Board and Execs	<ol style="list-style-type: none"> 1. At their scrutiny meeting, members reviewed the Continuous Improvement Plan. They also discussed feedback from the wider customer base to be used for the new Strategic Plan and the focus for the next Customer Engagement Plan. They had a number of questions and challenges which were brought to the Partnership Meeting. 2. Members held a follow up meeting on 11th Feb to discuss the approach to rent increases and to review performance. 3. The Partnership signed off the Respect Charter and discussed the approach to embedding this in the organisation. This will now be adopted and included in the Customer Experience Strategy. 4. Members asked Advance to provide more clarity for Shared Owners about how increases are applied to different aspects of their service charge. 5. Members would like to see more detail of complaints received. 6. Advance to look into the idea of Customer Passports.
Significant matters discussed	<p>22nd January</p> <ol style="list-style-type: none"> 1. Update from Board. The Chair of Advance provided an update from the recent Board meetings, noting that many of the areas discussed by customers are also areas the Board is focusing on. 2. Customer challenges. Customers had the following questions/ challenges for Execs: <ul style="list-style-type: none"> - They were pleased to see customers' concerns reflected in the Continuous Improvement Plan but felt some of the actions were taking a long time to address. Execs provided an update on some of the work taking place in the

Housing Customer Partnership Report to Board



	<p>background which helped provide assurance that work is in progress.</p> <ul style="list-style-type: none">- They asked about resources and whether we were always working 'smart'. There was a discussion around the role of technology in this.- They had questions about funding and whether funding could be secured from other sources.- They continue to be concerned about perceived high costs of some repair work, particularly for Shared Owners.- Members feel that 'building connections' is an important priority for customers which should be reflected in the next Customer Engagement Plan. They also feel that Advance should be linking up with other similar organisations and local partners and supporting customers to build links in their communities.- Progress on the development of the chat-bot was well received.- There was a discussion about colleagues and contractors having the right information about customers in order to tailor services. Customers spoke about Patient Passports in hospitals and suggested we look into the idea of an Advance Customer Passport. <p>11th February</p> <ol style="list-style-type: none">3. Members heard about Advance's approach to rent increases and discussed how this might affect different tenants. It was identified that there may be more confusion for Shared Owners about how increases apply to different aspects of their service charges. Execs advised they are looking at improving information relating to this.4. Members reviewed the Customer Scorecard which details Advance's performance against KPIs customers have chosen to monitor. They were pleased to see performance is strong across most areas. They were concerned to see call waiting times slipping but recognised that winter is a busier time for customers getting in touch and that performance is still strong compared to this time last year.5. Members were keen to make sure improvements in complaint handling performance is maintained following a dip in performance during December. They have also asked for more information about what customers complain about. This will be brought to a future meeting. (members were also reminded this is discussed at the complaints panel).6. Members agree that customers' satisfaction with repairs and complaints handling are important measures and would like Execs to prioritise getting transactional surveys up and running again as soon as possible.7. Members were pleased to see the Respect Charter finalised and felt it represented what was important to them and other customers. One member was keen to impress that this
--	--

Housing Customer Partnership Report to Board



	<p>shouldn't just be words, but something Advance colleagues live and breathe. There was a discussion about how this should be embedded for colleagues and contractors.</p>
<p>Positive Assurances and highlights for Board to note</p>	<ol style="list-style-type: none"> 1. The Partnership felt there had been notable improvements when calling customer services. 2. Members had experienced better service from contractors, particularly in relation to the information the contractor had about their disability which helped them to adjust the way they delivered the service. 3. Members were pleased to hear that there would be an additional communication included with rent letters about changes to benefits and how Advance can support with Universal Credit applications. 4. They were pleased that, overall, performance continues to be strong. 5. Members felt that the Respect Charter represents the things that are important to them and felt its adoption will be a positive step forward for Advance.
<p>Follow up actions (including discussions needed with Execs or Board)</p>	<ol style="list-style-type: none"> 1. Members to have the opportunity to hear from a contractor at next Scrutiny meeting. 2. Continue to improve communication and information for Shared Owners (Included on the Continuous Improvement Plan). 3. Advance to look at the 'Customer Passport' idea and how customers' information is routinely made available to contractors, and partners who work on our behalf. (to be added to the Continuous Improvement Plan) 4. Information about Patient Passports (NHS), the Respect Charter and actions completed as a result of customer feedback to be included in the next Customer newsletter. 5. Execs to have a continued focus on complaint handling, re-instating satisfaction surveys and reducing call waiting times. 6. Advance to adopt and embed the Respect Charter.