



Quality & Performance Update

Issue 3
Spring 2024

In this issue we share how, with the help of our involved residents, we are adapting to comply with new social housing regulations, improving our complaints record and providing opportunities for more of you to have your say and make a difference to how we deliver our services.

The new social housing regulatory landscape: How are we preparing?



The new social housing regulatory landscape and consumer standards came into effect on the 1 April 2024.

We are recruiting a panel of customers to help us undertake a self-assessment against the new standards.

This customer panel will check our compliance against the new consumer standards and monitor improvements where there are found to be gaps.

We have introduced new structures to ensure we hear the voice of the tenant and are already providing more opportunities for our customers to scrutinise service delivery.

Members of the Quality and Performance Team attended a conference in London to hear more about the new regulatory landscape which aims to drive service improvement and give customers a stronger voice.



Key standards being assessed:

- ▶ **Safety and Quality** – outcomes about the safety and quality of tenants' homes
- ▶ **Transparency, Influence and Accountability** – outcomes about how landlords provide information, listen to tenants, and act on their views.
- ▶ **Neighbourhood and Community** – outcomes about how landlords work with other organisations to help ensure tenants live in safe neighbourhoods.
- ▶ **Tenancy** – outcomes about how landlords allocate and let homes and manage tenancies by landlords.

Service Quality Evaluation Group (SQEG)

The resident SQEG met for their third meeting on 31st January 2024 at Memorial House where two members of the resident Scrutiny Panel attended. We are currently recruiting new SQEG members, so if you have a few hours to spare every few months we would love to hear from you. If you are interested in joining this group to scrutinise our service delivery and performance, please get in touch at quality.performance@emh.co.uk.



Involved residents meeting 12th December 2023

Another successful event with over 20 residents participating on the day. We had updates from **Christine Ashton** (Executive Director of Housing), **Rob Daine** (Head of Delivery), **Jo Connolly** (Repairs – Big Project Co-ordinator), **Helen Watkinson** (Resident Scrutiny Panel Chair) and **Dean Benton** (Tenant Advice and Support Group Chair) Residents were able to offer their views and opinions on matters important to them and found the session very informative. **But requested less acronyms!**



Complaints successes!

- ▶ The complaints team continue to work hard and have made huge improvements in how they manage complaints.
- ▶ Five resident Complaints Champions have been appointed to review our Stage 1 and 2 complaints processes.
- ▶ Most complaints are about repairs. With the help of our customers, we have reviewed our repairs service and made improvements.

A recent survey showed a 6% increase in customer satisfaction with our repairs service.

- ▶ Our winter complaint volumes (mainly about boiler repairs) decreased by 50% compared to last year.

Read some of the amazing compliments received from residents following the resolution of their complaint:

Truly impressed with the professionalism demonstrated.

I want to express my heartfelt gratitude for your invaluable assistance.

You've been absolutely brilliant and really helpful.

If you wish to make a complaint, you can do so in any of the following ways:

Telephone: 0300 123 6000

Email: complaints@emh.co.uk

Self-service portal (myhomeonline.org.uk)

Visit our website at: www.emh.co.uk

Follow us on social media:   [@emhhomes](https://twitter.com/emhhomes)

See us in person

Join our growing team of involved residents to have your say and make a difference...

We're always looking for new involved residents. If you're interested in finding out more about the different ways you can influence service design, service delivery and service improvement, please contact our Customer Voice Officers for more information: customervoiceteam@emh.co.uk.

**have
your
say...**

What would you like to see in the next newsletter? Email us at: quality.performance@emh.co.uk