

Meeting:	Thirteen Customer Committee	
Date of meeting:	13 November 2025	
Agenda number and title of report:	Agenda item 04. Neighbourhood and Community Standard.	
Author name and role:	Christine Harrison Stream Lead	Email: customer.engagement@thirteengroup.co.uk
What do you want the Committee to do:	Consider and discuss the matters included within the report, and <ol style="list-style-type: none">1. Approve our assessment as being met in all areas.2. Note the recommendations.	
The Committee is recommended to:	<ul style="list-style-type: none">- Approve the assessment- Agree and acknowledge that Thirteen have met all areas of the Neighbourhood and Community Standard.- Agree to the recommendations provided.	

1. Summary Report

- 1.1 The Regulator of Social Housing (RSH) has set consumer standards which all registered providers (housing associations and housing organisations) must comply with. These standards were revised as of 1st April 2024. This is our assessment of how Thirteen meets one of these standards.
- 1.2 We are required to present this assessment to Thirteen Customer Committee and publish it on the Thirteen website so all customers can view it.
- 1.3 There are four consumer standards:
 - Transparency, Influence and Accountability
 - Safety and Quality
 - Tenancy
 - Neighbourhood and Community
- 1.4 Within Thirteen's Customer Involvement Framework, a group of customers are dedicated to testing Thirteen's compliance with the Consumer Standards.
- 1.5 This report gives details of our customer reality checks against the Neighbourhood and Community Standard which includes the addition of

2. Summary of the Decision

- 2.1 This report and supporting evidence show that through our assessment, we have rated this standard as being met in all areas.
- 2.2 The customer group consisted of myself as Stream Lead and 16 customers who met on a regular basis across 10 weeks depending on the needs of the group members and the activities to be carried out.
- 2.3 All the checks carried out were to ensure that Thirteen is compliant with the Neighbourhood and Community Standard.

3. Background and Context - Assessments of the Neighbourhood and Community Standard

3.1 Process

We held our first two meetings to review the standard, agree the scope and plan the project. In these meetings we agreed the methods to be used to establish compliance.

3.2 Project Plan

The project plan was made up of 55 checks/tasks to be carried out across 10 weeks.

3.3 Consultation & communication

3.4 Group Meetings

Meetings were all held in a hybrid format using Microsoft Teams with a choice of joining online or in person.

3.5 Following the initial two planning meetings there were 11 further meetings held for the full group to attend. These included meetings with colleagues to discuss the Neighbourhood and Community Standard and how their service area complies with the standard. We were given the opportunity to ask questions during these meetings, and we were impressed and happy that these were answered thoroughly.

3.6 We met with the Success Team who are responsible for analysing customer journeys and requesting feedback when receiving services in connection with this standard. We were given an overview of the Success Coordinator's role and an explanation of the ways in which customer feedback is gained and managed. As part of this role the team has recently been asked to review the customer experience with the High-Rise Champion service. With the Success Coordinator we co-created a survey that has been designed to gather customer feedback on the current High-Rise Champion service. The agreed survey created will now be used as part of their regular feedback monitoring within their role. We established the importance of various communication methods being used to ensure customer communication preferences are met and this will also improve the participation rate and reliability of the data sets as they should offer a broader dataset due to reaching more customers. A **recommendation** was therefore made to use various methods of carrying out the data collection such as face-to-face, digital, via text and phone calls (01). In addition to this, it was **recommended** that the mobile Touchpoint van is utilised at the high-rise buildings to conduct the surveys, with involved customers volunteers to attend to support the collection of this data (02).

3.7 We met with members of the Building Safety Team to learn of the work being carried out to improve Customer Engagement within their high and mid-rise properties. The team shared recent data that was gathered from high-rise customers around customer safety, who to contact and what to do in the event of a fire. The survey also asked about the awareness of the building safety engagement lead and the activities available for customers to take part in. Survey participation levels were above the recommended 20% for optimised reliability. A high majority of the results demonstrated that customers were aware of what to do in a fire and to ensure safety and that it was known that there is a dedicated engagement service for their building. Any customers that did not demonstrate awareness or know the actions to take (within their responses) were contacted personally to reiterate this information, to ensure their safety. Reflecting on this meeting as a group we discussed fire escape routes in homes, it was evident that not all the involved customers in the project group knew a clear route for escape in the event of an emergency such as a fire in their home. We would therefore **recommend** that a safe evacuation route is shown to all customers upon moving into a new property that is specific to that property (03). We would also like to **recommend** that in conjunction to this, fire and/or emergency exit signs in multi-capacity buildings to include Braille (04). We were told that welcome packs are currently available digitally. We **recommend** that welcome information is available in print as well as online (05). After further discussion it was also agreed that a **recommendation** for a personal essentials welcome pack should be provided to include information that is specific to that

property (such as where the water stop tap is), and include welcome gifts such as a tea bag, toilet rolls, washing up liquid, with a list of essential telephone numbers (06). This would create a great introduction to Thirteen as an organisation that cares for and supports their customers in managing their home. The team spoke about their approach to issues such as mobility scooters blocking corridors and were asked if they felt that Thirteen should have a stronger approach with customers regarding building safety matters such as battery charging, storage and lithium battery use. The group agreed that anything that is a health and safety risk should be strongly communicated as it can potentially take lives. We feel Thirteen should take stronger action, therefore we **recommend** that a stronger, firmer approach should be taken with customers regarding building safety matters (07). Considering this, we would also like to **recommend** a renewal of the safety guidance given to customers around e-bikes and e-scooters and add in to that guidance of lithium-ion batteries and electric charging points (08). The team spoke about the current building safety engagement strategies and made some **recommendations** for changes such as choice of words to make it easier to understand, to include a supporting letter to customers, to ensure they are available in a range of formats including on notice boards, using less red colour and to add a list of who to contact (09). We were happy with the use of graphics and photographs and pleased to see a dedicated strategy for each building that meets the needs of the specific customers that reside there. We asked the team many questions and found they were answered fully.

- 3.8 We met with the Environmental Specialist to discuss the projects he leads on to ensure the safety of shared spaces and to improve the environmental wellbeing of Thirteens neighbourhoods. We heard about the vast number of community connections which support local cooperation and cooperative working with Thirteen. We saw great examples of projects such as Caldicotes School, Friarage, High Grange House, Lingdale School and various other allotment programs which demonstrated the promotion of social, environmental and economic wellbeing.
- 3.9 We met with Estate Services to discuss the work carried out to ensure the safety of shared spaces within areas where Thirteen have properties. Evidence was provided of the regional forum which highlights cooperative working with other organisations to support safety of shared spaces where Thirteen properties are situated. We learnt that where land is not owned by Thirteen, Thirteen will remove any hazards or maintain grassed areas if it is needed. Thirteen continue to target the removal of offensive graffiti and removing fly tipping that is deemed a fire risk within a 24-hour target. We reviewed the estate scoring figures which demonstrated that majority of areas have an increased satisfaction percentage and heard of the team's dedication for continual growth across all areas. We also heard of the work of the Urban Rangers and how they support, maintaining estate standards such as tackling fly tipping, tripping hazards and litter bins. It was great to see that estate walkabouts are continuing to occur regularly across Thirteen communities.
- 3.10 We met with members of the Anti-social behaviour and Housing Services Team. The team shared thorough information which demonstrated the responsibilities of Thirteen as a landlord, the services that are on offer, the partners that Thirteen work closely with to deliver the service and the mandatory training that is delivered to staff. We were impressed by the way in which our questions were answered and the level of work that was demonstrated by both Housing Services and the anti-social behaviour team. We were very happy but advise on some recommendations to further improve the service. When ASB or Hate is initially reported, we **recommend** that the advisor asks which communication method is preferred and whether they would prefer to communicate with a male or female colleague where possible (10). We found that an automated response was provided when email contact to the ASB email was made, this email included great advice along with expected deadlines for a response. We **recommended** adding 'please ask for a crime or incident number when reporting incidents or crimes to the police and make a note of this' as an additional piece of important information for the customer (11).
- 3.11 We met with the Head of Communities; we heard more about the Community strategy and locality plans that we had looked at before the meeting to gain further understanding. It was explained to us the partnership working that the team does to ensure safety of shared spaces. This work included providing 1300 ring doorbells which is provided to customers on a case-by-case basis where there is high crime and/or identified problems with ASB. The team also supports with identifying areas in need of more accessible parking, protecting spaces and supporting schemes such as the

Crimestoppers campaign to encourage members of the community to report crimes and incidents. We were also shown multiple case studies and examples of partnership and projects that linked directly to working cooperatively to keep spaces safe, tackling ASB and crime, and assisting partners and local authorities with achieving their objectives. We heard about how much the team champions the customer voice when working with all partners to ensure satisfaction is captured throughout and about the use of 'your voice' the customer online platform that allows customers to share ongoing feedback from the comfort of their own home. A great example of this was the 'Let's talk about' campaign, which included satisfaction surveys of Thirteen communities, starting with Primrose Hill. The team revisited and carried out the same survey which noted the positive difference the work the time had done in that community. The team also meet with Crime commissioner and high-level officers and along with Thirteen's CEO regularly, to discuss matters such as ASB and crimes within Thirteen communities. This is another great example of partnership, local cooperation working. The Head of Communities answered all our questions thoroughly and with transparency and we were impressed with the difference the team is making in Thirteen communities within the chosen locality areas.

3.12 We attended colleague Environmental training with the Environmental team to take part and experience the training Thirteen colleagues received and found the session very informative and insightful. We also attended a 'take control event' at the Thirteen Recycling Centre, to hear of the fantastic work the Environmental team have been carrying out with a tour of the Recycling Centre with the bees and chickens. We were also shown the upcycled furniture and items that are sold with all funds then used to buy home essential such as cutlery to support vulnerable customers. It is fantastic to see first hand Thirteens commitment to the environment and improving the wellbeing of customers and communities.

3.13 Following a previous recommendation, we were included in the setting of an awareness campaign for the Domestic Abuse service after meeting with the domestic abuse service. It's great to hear that Thirteen are seeking DAHA accreditation again this year and that there is a plan to create domestic abuse champions in each service area throughout the business. We would like involved customers to attend a future domestic abuse training session and would like to include this as a **recommendation** for this financial year (12). We also feel that it would be beneficial to recommend a key contact person to be allocated when abuse is reported (13).

3.14 **Customer Consultation**

As a group we created a short survey to be shared with customers to gather customer insight on the services that Thirteen offer that are linked to the ASB service. The results demonstrated the following.

- There was a common theme that customers feel the ASB process can feel long, and they find gathering adequate evidence can often be challenging.
- After the results were obtained we met with an anti-social behaviour lead and asked questions around the process and evidence gathering. we discovered that the process is bound by legislation and law that Thirteen must follow, this can slow down the process due to the actions Thirteen can take in accordance with legislation and there is no way to shorten or quicken the process because of this. In addition to this we heard of the importance of evidence gathering, ensuring that our systems are updated consistently to support the process and the ability to act, especially when it comes to court action to secure evictions.

3.15 **Mystery Shopping**

Mystery shopping was carried out through website checks:

- Anti-Social Behaviour – we checked the website to find how easy it is to report ASB, if there are multiple ways to report ASB and if it is clear what to expect after reporting ASB.
- Hate Crime – we checked the website for information on Hate crime and how this is tackled by Thirteen.

- Domestic Abuse – we checked the website to find information on the Domestic Abuse service and the support that Thirteen offer is clear.

The main findings from mystery shopping were as follows:

- We found we were contacted within 24 hours by a member of the Triage team when reporting ASB online.
- We found information on multiple ways in which to report ASB and information on what to expect after reporting ASB.
- We found clear information on how Thirteen tackle hate crimes; however, we would like to **recommend** a separate tab specifically for hate crimes.
- We found clear information on the website on the services Thirteen provide for victims of Domestic Abuse and how customers can report Domestic Abuse.
- We liked the addition of the yellow button that swiftly redirects to the BBC news website in the event that a person would need to quickly change what they are viewing discreetly.
- We have **recommendations** for additional information to be added to the website such as asking the police for a crime or incident number to be added to the website to further strengthen customer knowledge. We feel this will help both Thirteen and the police to take action (14).

3.16 Document Checks

The group members agreed that they needed to check a range of documents to support our work. We looked at:

- Community Resilience Strategy
- Community Resilience Locality Plans
- Building Support Services Charter
- Estate Management Policy
- Anti-Social Behaviour Policy
- Tackling Anti-Social Behaviour Leaflet
- A quick guide to tackling anti-social behaviour
- Annual Report
- Customer Annual Report
- Together Magazine
- Domestic Abuse Policy
- Safeguarding Children, Young People and Adults
- Tenancy Policy

The main findings from the document checks are as follows:

- The Community Resilience Strategy and the Locality plans show how the Community Resilience Team work alongside partners to make areas safe, deal with ASB and promote the roles that they play to strengthen communities.
- The Thirteen Together magazine features involvement, how to report and where to report ASB. The article shared some great example cases for each area. We were delighted to see a section with a list of the various geographic Thirteen operate in for example, north, east, south, and which localities sit within those areas. This was a previous recommendation and so great for us to see. It was also fantastic to see the quarterly estate walkabouts advertised with various dates across the different localities. As well as a domestic abuse awareness article.
- The Estate Management policy contains Thirteens approach to keeping shared spaces safe and how Thirteen promote environmental wellbeing. Additional information was added for pest control in line with Awaab's Law. We all found the policy easy to read and understand and agreed the information and process was fully transparent.
- The Anti-Social Behaviour Policy and Tackling Anti-Social Behaviour Policy contains information on how Thirteen work with partners and tackle ASB.

- The Customer Annual Report, Annual Report and Together Magazine promote the roles that Thirteen play within their neighbourhoods.
- The Domestic Abuse and Safeguarding Children, Young People and Adults policies give details on the support available to Thirteen customers, how Thirteen respond to cases and the partners that Thirteen work with.
- The Tenancy Policy gives details on the nominations agreements with Local Authorities ensuring lettings are appropriate for the neighbourhoods.

3.17 **Other Information**

To support assurance other information was used as evidence, such as:

- Estate Management Policy Consultation – involved customers were invited to carry out a survey consultation on this policy. The policy has recently been revised due to Awaab's Law and so an additional consultation was conducted. We were given the opportunity to feedback on whether the policy content was relevant, put customers' needs first and was easy to understand.
- Anti-Social Behaviour Policy Consultation – involved customers were consulted with on the proposed changes to this policy through a survey. All involved customers were given the opportunity to comment on the policy.
- Customer Open Days – Customer Involvement held a total of 6 Open Days across a 2-week period in various locations to encourage customers to come along and find out about the work Thirteen have been doing and to find out more about becoming an involved customer. In addition, a survey was carried out with customer attendees to gain insight into customer expectations of Housing Services. The survey is still open, the results will be reviewed, once the survey closes later this year.
- Performance Monitoring Meeting – we met with a member of the Customer Success team who delivered a presentation of the results from the surveys they carry out regularly with customers. This will continue to be regularly monitored by the group on a quarterly basis.
- Community Fund – as part of the Customer Involvement Framework we have a group of customers who sit on a panel to approve funding bids for projects which promote social, environmental and economic wellbeing in the neighbourhoods where Thirteen have properties. To date this financial year, we have awarded a total of £35,758.67.

4. Which of our Strategic Priorities does this Support and How?

Happy Customers – ensuring the safety and care of customers in the communities where Thirteen have homes. Informing customers of the services available that offer support.

Brilliant People including strong foundations – Thirteen staff members demonstrating the great work they do every day that allows them to meet the Neighbourhood and Community Standard.

5. Conclusion(s)

- 5.1 The group members were happy that the information and supporting evidence received demonstrated compliance with the standard. We are therefore happy to give assurance that all elements of the Neighbourhood and Community Standard are being met.

6. Recommendations

- 6.1 We recommend the following:

- A recommendation to use various methods when carrying out the data collection such as face-to-face, digital, via text and phone calls (01).
- A recommendation that the mobile Touchpoint van is utilised at the high-rise buildings, with involved customers volunteers to attend as another method for collecting this data (02).
- Recommendation to inform all customers of means of a safe escape route that is specific to their home in event of a fire when moving in (03).

- For fire/emergency exit signs in multi-capacity buildings to include Braille (04).
- Recommendation for customer welcome packs to be provided in print and discussed at the start of the customers housing journey (05).
- A recommendation for a personal essential welcome pack to include information that is specific to that property (such as where the water stop tap is) and includes welcome gifts such as a tea bag, toilet rolls, washing up liquid, sticker/magnet with essential numbers (06).
- We recommend a stronger, firmer approach with customers regarding building safety matters (07).
- Recommendation to Renew the safety guidance around e-bikes and e-scooters and add in to that guidance around lithium-ion batteries and electric charging points (08).
- Recommendations for revisions to the building safety engagement strategies as follows
 1. Less blocks of the colour red to be used.
 2. Recommendation to explain what whistleblowing means.
 3. Change the use of the word 'knockers'.
 4. Recommendation to produce various mediums of the strategies such as hard and digital copies so this information reaches all customers.
 5. Recommendation for the strategies to also be included on high-rise notice boards and/or in communal areas.
 6. Recommendation for a letter to be provided to customers along with the strategy documents.
 7. Recommendation to include responsible department for who to contact specific to each building. (09)
- A recommendation that the advisor asks which communication method is preferred and whether they would prefer to communicate with a male or female Thirteen colleague, if possible, when reporting ASB, Hate or Domestic Abuse (10).
- To add, 'please ask for a crime or incident number when reporting incidents or crimes to the police and make a note of this', to the automated response email from the ASB team (11).
- A recommendation for involved customers to attend domestic abuse training (12).
- Recommendation for a key contact person to be allocated when abuse is reported (13).
- A recommendation to add the following information to the Thirteen website
 1. A separate new tab specifically for 'mate crime' to be added to sit underneath the hate crime tab.
 2. Domestic abuse tab – additional text to state that there is also a male only refuge available or alternative accommodation for men too.
 3. Rewording of 'we help you to help you', to aid clarity.
 4. Adding text to explain Thirteen works with the person on a case-by-case basis.
 5. To add, 'please ask for a crime or incident number when reporting incidents or crimes to the police and make a note of this' on the report ASB page.
 6. To add, 'and all disabilities' to the 'our commitment' statement.
 7. Rewording of 'All customers need to know to report anti-social behaviour (ASB) to us', on the 'Report ASB' page.
 8. Fly tipping tab - to add other methods in which fly tipping can be reported (14).

7. Summary for Committee presentation:

- We are happy to give assurance that all areas of the Neighbourhood and Community Standard have been met.
- We have recommended additional information to be provided on the Thirteen website within the ASB and the domestic abuse support tabs.
- We have highlighted the importance of a key person of contact in the best interest of the victim, if possible, from the start, when reporting ASB, domestic abuse or hate/mate crimes.
- New building safety engagement strategies have been co-created to support engagement in high-rise properties.
- Firmer approach with customers relating to building safety matters and a renewal of customer electrical safety communication.
- At the welcome stage, customers would benefit from information specific to their home and the customer(s). The welcome pack would include specific information regarding their new

property and have some essentials provided to promote a positive customer and Thirteen relationship from the very beginning.

- The addition of shared information to customers around obtaining a crime reference or incident number when reporting to the police.
- Domestic abuse training to be delivered to involved customers.
- Make data collection and customer interactions as accessible as possible by using a variety of methods and utilising the mobile touchpoint where possible to increase engagement and support customers.
- Survey of customer expectations of Housing Services is currently ongoing; we will review the results once this survey closes and discuss the next steps in relation to the results.
- Overall, we were impressed with the breadth of work carried out by Thirteen colleagues and their demonstrated skills and passion for their roles and the support Thirteen provides to customers as a social housing provider.

8. Appendices

None

9. Supplementary Documents

None