

Thirteen Customer Engagement Update

March 2020

BRICKS



Regulatory Consumer Standards Assurance

The Consumer Standards tested are:

- Home Standard
- Tenancy Standard
- Neighbourhood and Community Standard
- Tenant Involvement and Empowerment Standard

Involved customers have carried out a number of checks including reviewing policies and procedures, mystery shopping, speaking to customers who have used the services and reviewed performance information.

Customers have given assurance to the Thirteen Board that we are compliant against all four standards. Our reports can be found [here](#).

We have recently began testing the Home Standard again and will be doing a more in-depth assessment with a focus on property compliance. We'll share our findings once the testing is completed.

If you would like to support with this testing, please contact Pauline Brace (Customer and Stream Lead for Consumer Standards Assurance) via the Customer Engagement team. (see details at the end of the newsletter)

Community Fund

The customers who are involved in allocating the funds for the Community Fund meet every 6 to 8 weeks to scrutinise applications. Since September the group have reviewed and allocated grants totalling £19,000 to fund 23 community projects.

A flavour of some of the projects funded are:

- Boro Soccer Schools
- Radio Stitch
- Tees Vision Connect

If you would like to become involved in scrutinising the grant applications, please contact Ann Carter (Customer and Stream Lead for Community Fund) via the Customer Engagement team. (see details at the end of the newsletter)

Strategic and Service Projects

Touchpoint

Involved customers have been involved in the planning of this new service from the beginning. Recently they have visited the pop-up Touchpoint at Wellington Square in Stockton where they were involved in checking accessibility and which services would be available. Work on this project will continue until the opening of the main Touchpoint building in Stockton after Easter.

Customer Verification Process

Involved customers were involved in the consultation on introducing a new customer verification process which will be an additional security measure for when customers contact Thirteen. This was completed face to face and online.

If you would like to be involved in future projects, please contact Jim Martin (Customer and Stream Lead for Strategic and Service Projects) via the Customer Engagement team. (see details at the end of the newsletter)

Policy Consultation

Involved customers have been consulted on changes to the following policies:

- Fire Safety Policy
- Property Compliance Policy
- Asbestos Management Policy
- ASB & Hate Crime Policy
- Investment and Maintenance Policy
- Environmental Policy

These consultations are all completed in the comfort of your own home, these can be sent out online with a copy of the policy and a link to the survey questions. If you don't have access to the internet, we can look at sending this out to you in the post.

If you would like to be involved in future Policy Consultation, please contact the Customer Engagement team. (see details at the end of the newsletter)



Training, Conference and Networking

Involved customers have attended various networking events, a Tpas conference on scrutiny and a meeting with other housing associations and local authorities in the North East to discuss proposals for a North East Tenants Voice.

A 2020-21 training plan is being developed with customers.

If you would like any further information on this please contact Melvyn Rhodes (Customer and Stream Lead for Training, Conferences and Networking) via the Customer Engagement team. (see details at the end of the newsletter)

In-Depth Review

The following In-Depth Reviews have been completed and the action plans are being monitored:

- First point of contact resolution / failure demand
- High Rise Living
- New Neighbourhood Operating Model

If you would like any further information on this, please contact Melvyn Rhodes (Customer and Stream Lead for In-Depth Review) via the Customer Engagement team. (see details at the end of the newsletter)

Customer Involvement Open Day

We were looking forward to our next Customer Involvement Open Day at the National Museum of the Royal Navy in Hartlepool in March. Unfortunately due to the COVID-19 pandemic this has been postponed to later in the year.

If you would like any further information please contact the Customer Engagement team. (see details at the end of the newsletter)

Other Involvement Activities

Customer Involvement Framework Review

Involved customers were consulted on the framework which demonstrates how we will engage with customers. This was done face to face and online and the views captured are influencing the changes needed to ensure customers can be involved at all levels.

Online consultation

Emails have been sent to the consultation database to gain customers views on named contacts at Thirteen and consultation on North East Tenant Voice. The views gained from customers will be used to influence and improve services for customers.

Tpas Awards 2020



We are delighted to announce that Thirteen's Customer Involvement Framework has been shortlisted for an Outstanding Tenant Engagement Award at the Tpas Awards 2020. The winners will be announced at an awards ceremony which has been postponed until later in the year.

Contact us

For a video overview of this please click this [link](#) to hear from Pauline Brace (Customer and Stream Lead for Consumer Standards Assurance).

For any further information or if you would like to get involved and help us shape and improve services please contact Val Scollen (Customer and Chair of the Framework) or the Customer Engagement team using the details below:

Val Scollen – valerithirteen@gmail.com



Customer Engagement Team – customer.engagement@thirteengroup.co.uk or 0300 111 1000

