



## **BRICK PROJECT UPDATE**

The Brick Project, funded by the Arts Council and delayed due to the pandemic, was successfully completed this year. A total of 1,456 bricks were painted by community members and GCH employees, creating a visually engaging and meaningful community space. Despite an instance of vandalism, strong community spirit ensured the project's success. Discussions highlighted the positive feedback received and plans to extend the initiative next year to further strengthen community engagement.

## **CUSTOMER SCRUTINY REPORT – COMMUNAL AREAS MAINTENANCE**

A detailed report identified four key recommendations aimed at improving the maintenance of communal areas. Discussions centred on enhancing cleaning standards, increasing resident involvement in contract renewal processes, and addressing concerns over the condition of shared spaces. A program of scheduled improvements is already in progress, with a focus on encouraging more customer participation in monitoring service quality and providing feedback.

## **ASB AND SAFEGUARDING QUARTERLY UPDATE**

A suspected modern slavery case was reported, involving individuals found living in substandard conditions. The case is under investigation with support from relevant agencies. Additional discussions covered domestic abuse incidents, anti-social behaviour (ASB) performance metrics, and ongoing efforts to improve response times and support for affected residents. It was emphasised that raising awareness about ASB reporting mechanisms remains a priority.

## **PERFORMANCE AND SATISFACTION REPORT**

Tenant Satisfaction Measure (TSM) benchmarking data is currently under review to assess service effectiveness. Key areas of focus included disrepair cases, the efficiency of complaint handling, customer engagement strategies, and the importance of timely gas safety checks. The need for clearer communication with residents about ongoing improvements and their rights was highlighted as an area for further development.

## **QUARTERLY COMPLAINTS REPORT**

An update on stage two complaints was provided, indicating a decrease in the percentage of cases escalating to this level. Discussions covered compensation policies, Housing Ombudsman trends, and ways to improve the overall complaints process. It was agreed that lessons learned from resolved complaints should be systematically reviewed to enhance service delivery and customer satisfaction.

## TRANSPARENCY, INFLUENCE, AND ACCOUNTABILITY STANDARD SELF-ASSESSMENT

Efforts to improve customer engagement and digital communication were discussed. A new customer-led focus group is being established to provide a direct channel for feedback. Additionally, the language used in engagement strategies will be refined to ensure clarity and accessibility, making it easier for residents to understand how they can participate and influence decision-making.

**The Committee approved the Transparency, Influence, and Accountability Standard Self-Assessments.**

## OTHER MATTERS

Housing Ombudsman case updates will be referred to the GCH Board for further review. The meeting concluded with a formal recognition of a retiring member's contributions, acknowledging their dedication and impact on community engagement efforts.

The Committee concluded with a review of the Forward Plan.