Karbon Residents Committee

Monday 15th June 2026
Conference Room 2, Gosforth Number 5 Offices
11:30 am – 1pm

1. Minutes of Previous Meeting

The minutes of the previous meeting were agreed as a correct record.

It was agreed that a printed copy would be shared with all for future meetings.

2. Matters Arising

Summary of report: Update on progress since last meeting.

It was confirmed that the Karbon Foundation has been formally registered (April). The Committee welcomed this as a positive step for customer support. A further update will be provided at a future meeting.

The Development Team will attend the August meeting to provide an overview of new build defects and processes.

3. Low-Cost Rental Accommodation (LCRA) and Low-Cost Home Ownership (LCHO) TSM Update

Summary of report: Annual TSM survey results for LCRA and LCHO customers, including satisfaction trends and improvement actions.

LCRA satisfaction improved across most measures, particularly complaints and communal areas. LCHO satisfaction reduced across most measures, especially communication and fairness.

Customer feedback highlighted strengths in staff interactions and weaknesses around repairs and communication.

Member questions and discussion:

A member queried why customer communication can feel inconsistent.

Response: Work is ongoing to improve clarity and consistency across services.

General discussion: importance placed on understanding qualitative feedback and demographic variation.

4. Karbon Annual Complaint Report

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Summary of report: Annual complaints performance, including volumes, satisfaction, compliance and learning.

Satisfaction has improved, with strong performance against sector benchmarks. Stage 1 complaints have reduced, linked to improved repairs performance. Stage 2 complaints have increased due to escalation trends and new team processes.

Member questions and discussion:

A member queried reasons for inconsistent communication and outcomes.

Response: Acknowledged as an area for improvement, with focus on clearer responses.

A member requested examples of compliments.

Response: Examples were read out to demonstrate positive customer feedback.

A member queried compensation approach and consistency. (Since followed up via email)

Response: approach to be reviewed further in report and upcoming GCC discussion.

The KRC further queried options for telephone support:

What support is available for customers with speech impairments?

What happens if English is not a customer's first language?

Response: customers can opt out and specialist support is available.

5. Leazes Homes Annual Complaint Report

Summary of report: Annual complaints report and Ombudsman compliance for Leazes Homes.

Complaint volumes are low and in line with sector expectations. Increased reporting reflects improved awareness. Main themes relate to quality and timescales of service.

Member questions and discussion:

- No specific individual questions recorded, but discussion covered:
    - Culture change in encouraging complaints
    - Importance of learning and action planning

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6. 54North Homes Annual Complaint Report

Summary of report: Annual complaints, compliments and suggestions for 54North, including Ombudsman compliance.

One large compliant in 24/25 went through the Ombudsman (findings appealed but refused) and only one sent to Ombudsman in 25/26. Low complaint volumes recorded, with no Ombudsman cases this year so far. No compliments or suggestions were received, not seen as a priority to capture due to capacity.

Member questions and discussion:

A member queried why no suggestions had been recorded.

Response: suggestion channels have not been prioritised due to capacity.

Committee discussion: importance of capturing wider customer feedback beyond complaints.

7. Anti-Social Behaviour (ASB) Outcomes Report

Summary of report: Update on actions taken following ASB deep dive, including improvements in case management and outcomes.

Improvements include stronger risk assessment, increased early intervention, enhanced partnership working, and improved customer satisfaction.

Member questions and discussion:

A member asked how many HMOs Karbon manages and what the policy approach is.

Response: Karbon staff to confirm and provide further information.

A member asked how often i-Witness is used, including breakdown of usage, costs and geography.

Response: Information to be provided.

A member asked how ASB enforcement applies to animals (e.g. dogs).

Response: relates to responsible ownership and requires sufficient evidence.

8. Arrears and Money Matters Report

Summary of report: Deep dive into arrears, use of data analytics, and approach to supporting customers financially.

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The report highlighted a shift to analysing net arrears and customer-level data to better understand financial positions. The presentation and discussion were well received.

Member questions and discussion:

A member queried how arrears are measured alongside benefit payments made in arrears.

Response: net balances are used to reflect actual position in between benefit payments being received.

A member asked how timing of payments impacts arrears levels.

Response: balances fluctuate depending on when payments are received; this is built into analysis.

A member raised several questions:
a) Do utility bill fluctuations impact arrears performance?
b) What is the definition of a stable income?
c) How do benefits (e.g. PIP) affect customer financial stability?
d) How safe and effective is the use of AI in identifying risk?

Response:

- High inflation in key household costs – food and fuel in the main – can drive arrears and we saw those trends in the analysis
- Income stability varies due to life changes (health, employment, family changes) and movements in and out of work often contribute to arrears
- Changes to benefits and the impact on customers are not always predictable, and often subject to lots of changes before being passed into law and implemented
- AI is used to analyse payment patterns over time to identify risk early

General discussion: proactive support and earlier intervention welcomed.

9. Any Other Business

Summary of discussion: Feedback from National Federation Resident Engagement Conference and wider service considerations.

A member confirmed Karbon is performing strongly relative to peers.

Points raised:

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- Housing Officer role/title may create unintended perceptions – alternative titles suggested
- Importance of understanding customer journey and emotional experience
- Increasing complexity of ASB and customer needs
- Raised Grounds Maintenance and whether services should be brought in-house
- Asked how the My Karbon app is performing and developing

An officer advised that grounds maintenance can be quite a complex situation due to the size and scale of Karbon's geography and bringing services in house is not as straight forward as it seems. It was agreed that the committee be provided with a future report on options for grounds maintenance.

10. Date of Next Meeting

Tuesday 4th August 2026
Conference Room 2, Gosforth

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