

**Group Customer Committee Meeting: In-Depth Summary**

**Date:** 16 February 2026  
**Location:** Number Five Board Room  
**Chair:** Hanif Malik

Context	Agenda Item
Chair's welcome	The Chair welcomed the Committee.
<p>Minutes from Group subsidiaries and Committees are presented to GCC for their review, these include:</p> <ul style="list-style-type: none"> <li>• Karbon Resident Committee minutes</li> <li>• 54North Homes Customer Experience Committee Minutes</li> </ul>	<p><b>Resident Engagement &amp; Committee Minute Updates</b></p> <p><b>Karbon Residents Group / Residents Strategic Group</b></p> <ul style="list-style-type: none"> <li>• Minutes accepted.</li> <li>• Scrutiny work paused pending staff return.</li> </ul> <p><b>54 North CEC Minutes</b></p> <ul style="list-style-type: none"> <li>• Two new customer members attended the last meeting as observers and have since been appointed to the Customer Experience Committee.</li> <li>• <b>Leadership changes:</b> Leadership changes at senior level, mitigated by interim support from Karbon Group. Service delivery remains stable.</li> <li>• <b>Communications improvements:</b> <ul style="list-style-type: none"> <li>○ Better newsletters</li> <li>○ Recruitment into growth posts in Housing and Customer Services</li> <li>○ Launch of <b>new customer portal and My 54 North app</b></li> </ul> </li> </ul> <p>Committee recognised strong efforts to improve communication and customer experience.</p>
<p>Reporting relates to a progress update against our Resident Involvement Framework.</p> <p>The Karbon Homes Resident Involvement Framework has formed the foundation from which resident involvement has been delivered, particularly through the Karbon Residents Committee, the scrutiny function and project and task groups.</p>	<p><b>Resident Involvement Report Q3</b></p> <p><b>Policies influenced this quarter:</b> (outcomes due Q4)</p> <ul style="list-style-type: none"> <li>○ Pet policy</li> <li>○ Abandoned properties policy</li> <li>○ Decoration policy</li> </ul> <p>Engagement with partners varied by area, sometimes affected by partner workloads. Police, councils, health partners, and transport operators now participate depending on relevance. This broad partnership approach aligns with the place based- engagement strategy.</p> <ul style="list-style-type: none"> <li>• <b>Scrutiny focus:</b> support for vulnerable customers.</li> <li>• <b>Resourcing:</b> two staff unavailable but work continued due to internal reallocation.</li> <li>• Positive feedback on clarity of subgroup reports; suggestion adopted to add a section highlighting new issues raised by customers.</li> </ul> <p><b>Scrutiny Group Recommendations</b></p> <ul style="list-style-type: none"> <li>• Scrutiny still ongoing; recommendations not yet available.</li> </ul>

	<ul style="list-style-type: none"> <li>• Expected completion by end of March, with further update due at next meeting.</li> </ul>
<p>Performance improvement and performance reports</p>	<p><b>Performance Improvement Deep Dive</b></p> <p>Damp &amp; Mould Update:</p> <ul style="list-style-type: none"> <li>• First deep dive using customer segmentation + GIS mapping.</li> <li>• Reassessment showed electric heating, not gas, most correlated to damp/mould.</li> <li>• County Durham highest incidence → targeted resources deployed.</li> <li>• Findings incorporated into Regulatory Improvement Plan.</li> <li>• Data scientist now analysing property characteristics for evidence based decisions on future technologies (e.g., heat pumps).</li> <li>• Cost of- -living pressures acknowledged; Money Matters team supporting customers struggling to heat homes.</li> <li>• Customer experience: 20 transactional surveys/month and VoiceScape follow-ups-. Committee requested more satisfaction insights.</li> <li>• Leaseholder responsibilities clarified: they handle internal issues; Karbon deals with communal areas.</li> </ul> <p><b>Group Q3 Performance</b></p> <ul style="list-style-type: none"> <li>• <b>Repairs:</b> Non-emergency repairs performing strongly.</li> <li>• <b>Voids:</b> Rent loss still above target but improving, aided by joint action between Karbon and 54 North.</li> <li>• <b>TSMs:</b> <ul style="list-style-type: none"> <li>○ Mostly amber/green</li> <li>○ Karbon Association exceeded satisfaction targets</li> <li>○ Complaint and ASB satisfaction improving</li> <li>○ Neighbourhood satisfaction slightly below target (except at 54 North, which hit its highest score)</li> </ul> </li> <li>• <b>Ombudsman:</b> <ul style="list-style-type: none"> <li>○ 15 cases awaiting adjudication.</li> <li>○ Delays and sequencing challenges noted.</li> <li>○ Upheld cases mostly relate to historic issues.</li> </ul> </li> <li>• <b>Compliance:</b> New integrated appendix introduced; full narrative from April.</li> <li>• <b>Fire safety:</b> Four Priority 1 high risk- FRA actions—three overdue but due for completion imminently.</li> <li>• <b>Access issues:</b> A major cause of damp/mould target failure; Committee requested clearer reporting on access attempts.</li> <li>• <b>54 North call handling:</b> Wait times have been longer; growth post added to mitigate and wider review planned.</li> </ul> <p><b>Tenant Satisfaction Measures (TSMs)</b></p> <p>Customer Satisfaction (CSAT) Q3</p> <ul style="list-style-type: none"> <li>• Overall TSM satisfaction <b>up 1.2%</b> year on year.</li> <li>• Largest improvement: <b>Listens &amp; Acts (+4%)</b>.</li> <li>• Largest decline: <b>Well maintained- home (-3%)</b> driven by incomplete or delayed repairs.</li> <li>• Additional trades recruited; responsive repairs under review as part of the Good to Great programme.</li> <li>• Grounds maintenance customer dissatisfaction linked to unclear communication; work underway ahead of the new contract. <b>Customer feedback</b> was being used to improve communication about expected service levels.</li> <li>• Home demonstration satisfaction improved, but new build quality satisfaction declined due to slow contractor defect completion.</li> <li>• Key theme: poor communication, lack of updates, heavily influences complaints.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Planned improvements</b> include better data quality, more holistic repair visits (reducing multiple separate jobs) and improved digital and telephone communication.</li> <li>• ASB satisfaction rising — Panel suggested transferring ASB communication practices to repairs</li> </ul>
<p>Complaints, Compliments &amp; Satisfaction - Reporting provides detail on the Q3 2025/26</p>	<p><b>Complaints, Compliments &amp; Satisfaction</b></p> <ul style="list-style-type: none"> <li>• Complaint volumes stable year on year.</li> <li>• Karbon Association: complaints decreasing. 54 North &amp; Leasehold: complaints increasing</li> <li>• Timescales no longer top complaint driver — major improvement.</li> <li>• Service quality now the leading cause at 54 North and housing.</li> <li>• Response times improving; Ombudsman orders fully complied with.</li> <li>• Stage 2 upheld rates rising (often due to new information emerging). Stage 1 upheld rates falling.</li> <li>• Some stage 1 concerns tied back to poor handling by a small number of former staff.</li> <li>• Compliments and suggestions increasing.</li> </ul>
<p>Discussion items</p>	<p><b>Place &amp; Neighbourhoods</b></p> <ul style="list-style-type: none"> <li>• Stanley Board School demolition nearly complete; continue to explore potential funding streams to support us with the site’s future redevelopment</li> <li>• Exploring meanwhile uses (e.g., community gardens) with partners; expected to run 3–5 years.</li> <li>• Byker hobby rooms conversion underway with Historic England funding; around 100 rooms exist.</li> <li>• Hoarding appearance at Stanley flagged as important due to high visibility.</li> </ul> <p><b>ASB Deep Dive</b></p> <ul style="list-style-type: none"> <li>• Area b-based teams handle lower risk cases; Community Safety Team handles complex cases.</li> <li>• Strong partnership working with local policing units; the Karbon Group had provided training to over 350 police officers in the previous year, which had strengthened collaborative case handling.</li> <li>• <b>Major reduction in ASB cases</b> from 2,410 (2023–24) to 1,345 (2025–26) due to better screening and categorisation.</li> <li>• Top ASB categories:             <ul style="list-style-type: none"> <li>◦ Noise (27%)</li> <li>◦ Harassment/threats (14%)</li> <li>◦ Drugs (12%)</li> </ul> </li> <li>• Domestic abuse cases reduced due to improved recording and a more focused support model.</li> <li>• Complex cases presented involving serious abuse toward staff; legal actions progressing.</li> <li>• Staff safety: “Do Not Visit” markers, two person visits, StaySafe; -body worn- cameras under review.</li> </ul> <p><b>RSH Improvement Plan</b></p> <ul style="list-style-type: none"> <li>• Repairs improving:             <ul style="list-style-type: none"> <li>◦ Non-responsive repairs: 83.8% (target 83.5%)</li> <li>◦ Average completion: 23.2 days (target 20), influenced by holiday shutdown.</li> </ul> </li> </ul>
<p>Governance related items regarding risk, self-assessments against regulatory standards, annual reports to Board and Committees and any policy approvals.</p>	<p><b>Policy &amp; Risk Review</b></p> <ul style="list-style-type: none"> <li>• All risks amber or green; movements static.</li> </ul>

	<ul style="list-style-type: none"><li>• Health &amp; Safety still highest raw risk but well controlled and within appetite.</li></ul> <p><b>Committee Effectiveness Review</b></p> <ul style="list-style-type: none"><li>• Very positive scores (all but one <math>\geq 4.5</math>).</li><li>• Chair noted succession planning ahead of his term ending December 2026.</li></ul>
	<p>No other business</p> <p><b>Next Meeting</b></p> <p><b>Monday, 15 June 2026 at 3:00 PM</b></p>