Minutes of Karbon Residents Committee (KRC)

24.11.25 11:00-13:00

Meeting held at Number Five Gosforth and Microsoft Teams

1. **Welcome**
   Chair welcomed an observer at today's meeting.

2. **Minutes of the previous meeting on 16.09.25 agreed.**

   No matters arising

   Staff and committee members present introduced themselves around the table.

3. **Q2 Complaints and Compliments Report Presentation and Discussion**

   An officer stated Q2 Complaints, Compliments and Suggestions Report which will include 54North Homes, formed in 2022, through a merger between Leeds & Yorkshire Housing Association and York Housing Association, is now a group report. Reports were disseminated so are taken as read by committee members.

   591 complaints were handled in Q2, down 100 than in Q1. The complaints are mostly regarding repair wait times. There is an increase in Stage 2 complaints and in compensation payments however the value of payments has been reduced. We have responded to 99.3% of complaints in Q2 in time and 6 cases have been to the Housing Ombudsman this quarter; 1 outside Karbon's jurisdiction, 1 not upheld and 4 upheld. Of those upheld, there were 5 findings of Maladministration and 4 service failures, whilst not all elements were upheld. Several learnings have already been acted on and include;

   - improving handling at stage 1 regarding; communication, record keeping, compensation and complaint response timescales
   - improving our approach to Damp and Mould including reporting and management of timescales

Complaint satisfaction is continuing to improve for Karbon alongside the 54North Homes data. We received 318 compliments and 13 suggestions this quarter.

A member enquired about recruiting trade staff, an officer confirmed we need more however there is a shortage of joiners and electricians in the North East and Yorkshire area. The costs of subcontractors are also going up, and demand is £1.5M more than expected. The officer explained the wait time for repairs is at 23 days, a few months ago it was 40 days. We have 8000 repairs at one time and like any situation some subcontractors perform well, and some don't.

An officer added that we have deployed some trades from other teams to fill in the gaps for example electricians from the Compliance Team to work on repairs, staff from the Damp and Mould team to work on repairs, and we now have 3 new plasterers.

A member complimented the service that she and her neighbour had when a fence needed repairing.

4. Q2 Customer Satisfaction Report

The Q2 report was shared in advance of the meeting, so report taken as read, and provided a summary with highlights. The Tenant Satisfaction Measures (TSM) score has improved by 4.2%. Complaints handling has improved by16.5% and this is continuing year on year. There's a slight improvement in the perception of repairs team. Net Promoter score has increased 9.3 points this quarter. One stat to consider is the 'Effort and Trust' and customers mention how easy it is to contact us.

Using Transactional Surveys there has been an overall improvement, slight 5% decrease in repairs and a slight decrease in Home Comfort scores.

A member shared that in terms of satisfaction that we need to look at 'first time fix'. A member asked if there were surveys after planned maintenance. An officer confirmed that yes Karbon do survey a sample of customers after planned maintenance and some contractors do their own surveys too.

A member commented that the data shows improvement and thanked the officer for a good report.

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5. **Comfort break**

6. **Anti-Social Behaviour Insights, Strategy, Insight & External Affairs Presentation & Discussion**

An officer gave an overview of Anti-Social Behaviour (ASB) and stated that noise was the biggest challenge in the winter months as people are inside more. In the summer youth disorder and harassment increase.

Often in terms of case resolution the pattern is unresolved so we can't dig for more evidence. Often people don't know who the perpetrators are.

In terms of sexuality and religion the data sets are too small to draw any conclusions however they cannot be ignored as they may be hate crimes. Women are more likely to report ASB.

An officer presented information in relation to location to ASB. The officer explained this is a general overview, and the data demonstrates areas of high ASB such as in Newcastle and North Tyneside where there may be high areas of drug use.

A member enquired if Karbon Homes gets involved with drug issues. It was explained we share intelligence on behalf of our customers with the police. However, if someone is dealing drugs this is a police matter. It was explained if the police investigate a tenant we can take action in terms of their tenancy.

A member asked if we handle cases differently if there is a vulnerability marker on the account. It was confirmed we do however it depends on what the marker is.

We have carried out training sessions with the police to over 300 officers to demonstrate how we work and how we can work in the future in partnership to support each other. Northumbria Police are on board and Durham are improving. We also carry out case reviews each month.

There are not any surprises around the data for ASB. The time around Easter changes everything – it is a pivotal period. We work in partnership with services for example the Fire Service around Bonfire night. In terms of harassment, Housemark gives a definition of this. In our data we will be identifying cannabis use as a different strand.

We have a noise app and noise monitoring equipment however we don't promote the good outcomes enough and more needs to be done to address this.

We do surveys, audits and look at customer satisfaction. If we receive any feedback, we can use it. As the data indicates the perpetrators of ASB are usually new tenants, so we need to target this.

A member asked if we work with Cleveland Police; do you ever take a customer to a police training session? It was explained the police had arranged the sessions and victims of domestic abuse attended to share their journey.

A member commented that she is the chair of her local residents' group and they meet up with the local councillor and Housing Officer. She noted it was amazing how many people will speak to the HO when they see them face to face.

A member questioned if it is predominantly females reporting ASB we should have a specialist officer. It was confirmed we do for cases of domestic violence.

A member stated that communication is a downfall at Karbon. Anyone reporting ASB should have a phone call at least once a week to update them. An officer explained an action plan is agreed and if any further information is received, we ring the tenant straight away.

12:33 a member gave apologies to attend another meeting

7. Customer Data Project

An officer gave an overview of the project to support new members understanding and explain where we are right now. We are now Phase 2 and looking at collecting data as we have a gap.

Key asks are for the group to give feedback on the smart link and promote Getting To Know You (GTKY) to other customers.

The officer confirmed that the Passport is in operation and Project 360 is picking this up. A member asked if this information is shared with trade staff. It was confirmed that information is available.

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8. **Any other business**

A member discussed the importance of the Renters Right Bill, which is now an Act, which applies to Housing Association tenants. The member requested this is an agenda item at the next meeting.

9. **Date and Time of Next Meeting**

Tues 13 January 11:00-13:00 at Byker

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