

The Role of the CIC in 2022 – What we’ve done



RECRUITMENT

- Reviewed the role specification
- Replaced four meetings per year with 15 hours per month
- Created an accessible and simple application process
- Advertised roles through vlogs, email and texts
- Held a Q&A session to enable customers to ask questions
- Encouraged applicants to apply for Board roles
- Urged CIC members to take roles on other committees
- Ensure Resident Academy graduates are considered for future recruitment



TRAINING AND DEVELOPMENT

- Became more involved in Eastlight’s Induction programme
- Started working with a dedicated Customer Engagement Officer
- Conducted group sessions with Altair, and created ‘Our Pledge’
- Were the first recipients of the Online Academy programme
- Attended various conferences
- Focused on training in areas identified by the CIC
- Undergone personal training and development opportunities



PORTFOLIO LEADS

- **Cedric Salvadorai**
Reactive Repairs
- **Paul Hocker**
Safeguarding
- **Catherine Turner**
Cost-of-living/
Income/Affordability
- **Craig Clackett**
Sustainability
- **Marlene Carter**
Customer Services
- **Michelle Baker**
Complaints Handling
- **Steve Bentall**
Customer Engagement
- **Grahaem Ball**
Estate Services



SERVICE REVIEWS

- Empty Homes
- Home Solutions
- Service Charges



PERFORMANCE AND SCRUTINY

- KPI pack for all customer-related measures
- Detailed reports on complaints
- Deep dives commissioned in key areas of concern
- Annually test service compliance with Regulatory Consumer Standards
- Oversee all customer-facing strategies



HOW WE RECEIVE REPORTS



Encouraging accessible documents



Removing unnecessary acronyms



Ensuring all presentations are accompanied by a one page report



Presenting quarterly updates as one page highlight reports

Our Pledge

As a group we value mutual respect, inquisitiveness, and effective participation. All members will develop within Eastlight and have the opportunity to apply their experience as residents.

We are the voice of the residents, working inclusively to shape Eastlight's future.

Collaborating through our partnerships in the organisation, to exert our influence at every opportunity. Ensuring the best services for customers, so that their experience is supportive, respectful, and focused on the individual.



OUR THREE-YEAR AMBITION

- Opinions are taken on board within Eastlight
- Real positive change
- Tenant voice in all business decisions
- Clear plan on sustainability
- Remove stigma around tenants of social housing
- Home ownership progression
- Stronger communities – integrated communities