

# The Customer Influence Committee

Our activities in 2023/24

We are the Customer Influence Committee. We are a group of Eastlight residents who champion the customer voice, influence the strategic and operational running of Eastlight and provide assurance to the Board on issues affecting residents like us.

This report is an introduction to us and a snapshot of our activities in 2023/24.



## Who we are and our primary focus



**Cedric Salvadorai**  
Reactive Repairs



**Paul Hocker**  
Safeguarding



**Catherine Turner**  
Complaints Handling



**Craig Clackett**  
Sustainability



**Magenta Lavey**  
Development



**Rue Garande**  
Estates



**Michael Ryan**  
Health & Safety



**Steve Bentall**  
Community Engagement & Communications



## Reviewing your services

### We have:

- ✓ Reviewed some of the services that matter most to residents, including our Estate presence, our damp and mould services and how Eastlight manages Service Charges
- ✓ Influenced the development of strategies, not least Eastlight's new Corporate Strategy, to ensure they address the issues that matter
- ✓ Monitored and reviewed existing strategies, including Asset Management, Resident Engagement and Community Empowerment, to check whether residents' needs are being met
- ✓ Reviewed a range of important policies, including Repairs and Rent
- ✓ Begun a review of Eastlight's Shareholding offer to see how we can make it more engaging and relevant to residents
- ✓ Looked at how Eastlight respond to complaints, and identified repeated issue, so that we learn from them and introduce improvements.



## Performance & Scrutiny

### We have:

- ✓ Reviewed Eastlight's Customer Voice report, which brings together all the different feedback provided by residents, from complaints and compliments to Tenant Satisfaction Measure results
- ✓ Regularly assessed Eastlight's performance through scrutinising the Key Performance Indicators for services including repairs, housing and lettings
- ✓ Tested whether Eastlight complies with the Regulator for Social Housing's Consumer Standards
- ✓ Reviewed and monitored health and safety issues affecting customers, ensuring that Eastlight are compliant with relevant law
- ✓ Considered and agreed the best way to collect tenant satisfaction data and regularly monitor trends, generating service improvements along the way



## Training & development

### We enhanced our work by:

- ✓ Having each member focus on a specific service area, such as repairs and health & safety, while observing and making suggestions for operational improvements
- ✓ Attended conferences and events
- ✓ Welcomed three new residents (Rue, Mick and Magenta) as new committee members.
- ✓ Undergone personal training and development opportunities, including sitting on other committees including Governance & People (G&P) and Finance & Treasury (F&T)
- ✓ Attended strategy sessions and Away Days with Board and other independent committee members
- ✓ Developed the Resident Academy, including speaking at boot camps, explaining to engaged residents what the CIC do and how they can get involved at Eastlight



## 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 reports