

# Customer Review Panel

## What is the Customer Review Panel?

This is a new group, made up entirely of CHP customers, that will provide a representative voice to scrutinise our services. Customers include tenants, leaseholders, shared owners, and anyone who receives a service from us.

## What is the role of the Customer Review Panel?

The purpose of the new panel is for customers to have a say in decision-making that affects them and to help us make continuous improvements. The role is to provide a strong link between customers and our Board / senior executives.

The panel will do this by reviewing and scrutinising our services and the way we engage with customers. They will have a significant role in monitoring a wide range of services and ensuring that customers' views and opinions are heard by our Board.

## What will the Customer Review Panel look at?

Members will consider how customers experience our services and look in greater detail at things like:

- How quickly are repairs completed? Are customers happy with the overall repairs service?
- Is health and safety good enough to reduce risks to customers?
- Do we deliver good customer services, and if not, why not?

## Can a member of the Customer Review Panel raise personal issues?

Members must declare interests at the beginning of each meeting and are not allowed to raise individual or personal issues for discussion.

## What about confidentiality?

Members of the Customer Review Panel will be expected to sign relevant papers to confirm that they will keep all information confidential. They will get various reports and evidence to review as part of their work, as long as the information is not sensitive or about individual customers or employees. Members will be able to interview relevant employees, request more information, and receive reports from Customer Inspectors.

## How many places are there on the Customer Review Panel?

The maximum number of members is nine. We may co-opt up to three additional people, who must meet the membership criteria, and who have additional skills or experience that is relevant to us. Co-opted members can stay on the Customer Review Panel for up to a maximum of three years.

## Who can become a member of the Customer Review Panel?

Anyone who is a customer of CHP, that is, anyone who has a contractual relationship with the company or its subsidiaries as a tenant, leaseholder, shared owner, or a service user. You must be aged 18 and over and must not be a member of the Board of Directors or an employee of CHP or its subsidiaries.

Only one representative from each household will be allowed to serve on the Customer Review Panel at any one time. If there's more than one application from the same household or property, we'll choose the person that best meets what we are looking for.

## How long can I remain on the Customer Review Panel?

A member may serve a maximum of two terms of three years (six years in total). After this, those that have served the longest will retire first. If there's more than one person who has the same length of service, retirement will be in alphabetical order of surname.

## What support will be given to members of the Customer Review Panel?

Members will be given full training about their role, responsibilities and how to scrutinise services. We'll build capacity and support customers to successfully participate in customer involvement and scrutiny.

## Will members be paid?

The role is unpaid. We'll pay for your travel and other reasonable out of pocket expenses such as childcare costs when you attend meetings and training events. We'll support people with things like booking taxis and train fares.

If you come for an interview for a Customer Review Panel position, we'll make transport arrangements and keep proceedings as informal as possible given the voluntary nature of the work involved.

We'll make suitable arrangements for applicants and members who are disabled or need other reasonable support if we know in advance what support is required.

## Will there be lots of papers to read?

We'll give you all the information but rest assured, they will be what you need to assess a service. You won't have to read long, boring reports that are unhelpful.

## What about my personal needs?

We want to remove as many barriers as possible and will ask Customer Review Panel applicants and members about how we can support them with things like providing information in large print and alternative formats.

## How much time will members have to set aside?

In addition to time for attending training events, members will attend around four meetings per year plus time to read papers before meetings. We estimate an average of around one day per month of your voluntary time.

## Can a Customer Review Panel member be removed?

Yes, but only in limited circumstances. For example, not maintaining confidentiality, not keeping to the Code of Conduct, or if they are in a dispute with us about their tenancy conditions or a service contract. For the avoidance of doubt, this includes (but is not limited to):

- Commencement of legal action for injunction or possession of property;
- Failure to comply with an agreement to pay rent and other charges;
- Failure to keep to an agreed repayment plan **(for a minimum of eight payment periods if a weekly payment cycle and two if a monthly payment cycle)** to clear arrears;
- Anti-social behavioural orders;
- Complaints at stage two;
- Proven breaches of the tenancy or lease conditions.

Once the matter is resolved and, if there was no fault found against the customer, their membership of the Customer Review Panel will resume with the agreement of the Chair of CHP.

If a Customer Review Panel member behaves in a way that is unacceptable or doesn't perform to the required standards, then they may be removed at the discretion of the Chair of CHP whose decision will be final.



## What skills are you looking for in Customer Review Panel members?

We'll provide lots of training and support to Customer Review Panel members. We welcome applicants to demonstrate **any** of the following attributes:

Attributes	What does this mean?
<b>Wanting to make a difference</b>	<ul style="list-style-type: none"> <li>• An interest in working on behalf of other customers to improve the quality of homes and services provided by us;</li> <li>• Being enthusiastic about making a difference to services and properties provided by us;</li> <li>• Understanding the diverse needs of customers;</li> <li>• Making balanced and reasonable judgements;</li> <li>• Some knowledge or experience of services provided by us and an awareness of customers' priorities;</li> <li>• Commitment to good customer service and applying it in the best interests of customers and CHP;</li> <li>• Interest in finding out about external comparative standards and performance, policies, and procedures.</li> </ul>
<b>Personal commitment to work as part of a team</b>	<ul style="list-style-type: none"> <li>• Taking the time to understand our main policies and procedures relating to customer services;</li> <li>• Wanting to work with others as part of a team;</li> <li>• Ability to keep to agreed rules;</li> <li>• Maintaining high standards of personal behaviour by going beyond personal interests, maintaining confidentiality, respecting other people's right to voice their opinion, treating everyone fairly and declaring conflict of interest;</li> <li>• Being prepared to listen to a wide range of views;</li> <li>• Expressing views in a constructive manner;</li> <li>• Effectively communicating by listening, using appropriate methods and language.</li> </ul>
<b>Time commitment</b>	<p><b>Training - between February and April 2021</b></p> <ul style="list-style-type: none"> <li>• Attending training events when the Customer Review Panel is first set up;</li> <li>• Making time for personal development and training highlighted in a Personal Development Plan;</li> <li>• Carrying out at least one scrutiny project per year.</li> </ul>

