



Scotland viewpoint team meeting 20th August 2024

Background

Customers John A, Maureen W, Linda, Robyn I (chair) and Bruce B met in Glasgow with Bryony Willett (director of Scotland), Jenny Scarlet (finance), Andy Crawley (communications), Shona Mitchell (senior advisor) and Megan Hesmondhalgh (engagement).

Meet the director

Bryony joined Home Group in August, just three days before the meeting, she introduced herself to viewpoint and said she was looking forward to working with them.

Annual customer charter report

Viewpoint discussed the Scottish customer charter report with Andy from the communications team, Jenny from finance and Shona. You can find details [here](#).

They reviewed last **year's** report and liked the incorporation of customer feedback in the summary page and video. **They agreed on improvements for this year's report** including a refresh of the value for money section and what measures would be meaningful for customers and the option to have a digital report with video and animations which can be measured for number of times viewed etc.

Customers requested

- Only compare with our peer group and not the whole of Scotland this time
- Only compare to last year and not two previous years
- Include additional information on actions Home Group is taking to improve repairs satisfaction.

Action	Owner
Use customer feedback to deliver this year's annual report to be published online at the end of October	Shona and Andy

Annual rent consultation

Customers gave their initial views on this year's rent consultation document

- Keep the section outlining how customers can access financial support/advice
- Keep the four-page document which needs to be sent by post
- In addition, send a copy by email to customers.
- Run a prize draw for those who respond

Action	Owner
Check regulations to see if we are permitted to run a prize draw	Shona

Action	Owner
Discuss in more detail at November Viewpoint	Shona

Scotland customer involvement strategy 2024-27

Customers reviewed and approved the strategy which you can find [here](#)

Agenda and priorities for next meeting

- Contractor performance monitoring
- Complaints scrutiny
- Customer promise assessments
- Rent consultation

Next meeting: Dundee 5th November 2024