

Customer Service Committee Outcomes

This short update brings together the key outcomes from our latest meeting, including the actions we've agreed to take in response to your feedback and our performance.

- Discussed an annual review of aids and adaptations and the work undertaken to ensure customers were supported by delivering adaptations that enable independence and safe use of their homes.
- Discussed performance information in detail, including an analysis of homes with five or more repairs in a 12-month period, and that work was continuing to further deep dive into these cases to provide context. You can find out more about our current performance on our website here. [🔗 Our performance](#)
- Discussed the progress of the development of the next corporate plan, and the engagement with customers that had taken place through community and stakeholder days, including the Schools Out event held at Parklands.
- Discussed our new Tenant Voice Team and reviewed the outcomes from their recent review of Grow Speke and Reach. It was agreed the next review would focus on adaptations. Members noted the vacancy for a core member on the Tenant Voice Team and that recruitment would be taking place. If you would like more information please contact getinvolved@southliverpoolhomes.co.uk.
- Reviewed and approved the complaints annual report. You can read more about how we handle complaints and other kinds of customer feedback here. [🔗 Complaints](#)
- Reviewed the annual lettings report which provided information on SLH's lettings performance for 2025/26. Information on how we allocate homes can be found here. [🔗 How we allocate homes](#)
- Reviewed the annual anti-social behaviour report and discussed the impact of an increase in cuckooing cases, the term used when someone's house is taken over for criminal activity, and how SLH was working in partnership with other organisations to support victims.
- Discussed the new Social Tenant Access to Information Requirements (STAIRs) legislation which comes into effect from October. The committee gave feedback on the approach to ensure there would be comprehensive information and transparency whilst keeping information simple and engaging and ensuring accessibility for all customers.
- Discussed the Regulator of Social Housing's new Competence and Conduct Standard, which requires organisations to ensure colleagues have the skills, knowledge, experience and behaviours needed to deliver high-quality housing services. The standard come into effect in October. Members reviewed the work undertaken in readiness for the standard.