

Customer Service Committee Outcomes

Our Customer Services Committee regularly reviews how we're delivering services and where we can do better. 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. It's a light snapshot of what was discussed, what it means for you, and how we're continuing to improve the services you rely on every day.

- Reviewed key information about how we're performing, including safety checks in your homes, repairs performance, tenant satisfaction and customer feedback.
- Looked in detail at SLH's performance, with 11 tenant satisfaction measures better than last year. [You can find out more here.](#)
- Approved updated guidance to make sure we deal with complaints fairly and consistently.
- Discussed community activity and engagement across Speke and Garston.
- Helped shape our new Corporate Plan, which will set our direction for the next few years. We want tenants to be at the heart of it, by [recruiting corporate plan champions](#).
- Reviewed a range of policies that affect you, including repairs, home ownership and empty homes. [You can read our customer-facing policies here.](#)
- Heard about the work of our new Tenant Voice Team, including improvements being made to [The Market Place](#), our community shop in Speke.
- Explored how we can improve the way we communicate with you, based on your feedback.