

Customer Experience Club 2023

What does the customer experience look like in 2023?

Thursday 16 March

Online via Teams

Programme

09:30 **Arrival / online access**

09:35 **Welcome and opening comments**
Paul O'Callaghan, Club Manager

09:40 **Themes and trends in complaints handling**
In our opening session we will discuss the Housing Ombudsman's perspective on customer experience in the housing sector.

Based on the recent themes and trends from complaints, we will explore how landlords are engaging with their tenants, and where there may be suggested improvements.

Verity Richards, Head of Dispute Support, Housing Ombudsman

10:20 **Tenant Satisfaction Measures (TSMs) and what this means for the housing sector**

From 1 April 2023, all social housing providers will need to start collecting data for tenant satisfaction measures (TSMs) on areas such as repairs, safety checks and complaints. For many, this means collecting and presenting data in a different way to what they have done previously.

In this session we will discuss how does the sector need to prepare for the launch, and how will TSMs be captured, reported and compared.

Alex O'Callaghan, Data Business Partner, Housemark

11:00 **Comfort break**

11:15 **Best practice group discussions session – breakout rooms**

Includes feedback from breakout groups

12:15 **What drives high customer satisfaction?**

Based on a Housemark member case study, we will find out how we can influence and what promotes high customer satisfaction. We will explore Magenta's customer satisfaction journey, including the changes they have implemented, the current situation and what does the future look like for them.

Rachel Bennett, Housing Services Director, Magenta Living

12:55 **Wrap up and closing comments**
Paul O'Callaghan, Club Manager