



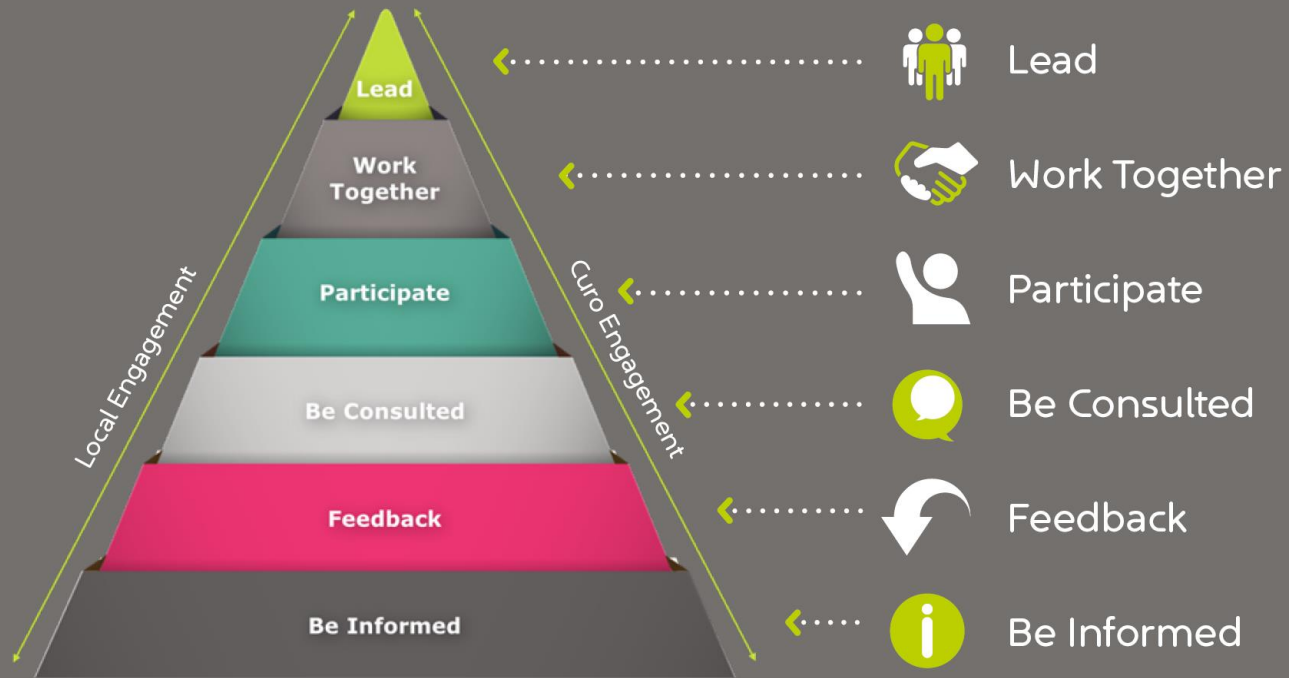
Paul Roles

Oversight Group member



Why am I involved with Curo as a resident?

Curo's
BiG
Get Together



Ways to get involved...



► Strategic Engagement

- Customer Experience Committee
- Oversight Group
- Scrutiny Activity Groups
- Board Connect
- Young Persons Engagement Group
- Customer Diversity Group
- Disability Action Group

► Operational Engagement

- Sheltered Housing for Older People
- Complaints Review Forum
- Home wners Engagement Group
- Estates Partnership Board
- Repairs Engagement Group
- Tenancy Compliance Forum
- Home Improvement Forum
- Facebook Live Sessions

► Ad hoc Engagement

- VoiceBox
- Annual Report
- Resident Engagement Strategy & Policy
- Vision – Curo in 2034
- Segmentation
- Rent & service charge workshop
- Cost of living
- Damp & mould
- TSMs

► Community Engagement

- Resident Associations
- Resident Community Groups
- Community Catch-ups
- Curo Communities Grants
- Community action days
- Annual Resident Event
- Curo in Bloom
- Curo Community Awards

Highlights, challenges & what's changed



- You said: Review automated appointment reminders.
- We did: We send text notifications when a job is booked, with reminders a week and day before the job, and a call/text the morning of a job.

- You said: Look at giving Responsive Repairs responsibility for scaffolding, rather than outsourcing it.
- We did: We've recruited colleagues into a new scaffolding management post. This has resulted in cost savings of £116k.

- You said: Increase spot checks by Repair Team Leaders.
- We did: Two new Repair Team Leaders are assigned to check the jobs of other tradespeople. They check around 5% of all jobs carried out - that's 1,800 jobs.

Community Grants



- Keynsham defibrillator: £250
- Autumn Brook picnic table: £500
- Welton Vale picnic bench and planters: £250
- Soundwell Estate September get together: £250
- Total of around £12k in Community Grants in 2023-24



How to get involved...

Curo's
BiG
Get Together

- Visit the 'Get involved' pages on our website
curo-group.co.uk/getinvolved
- Fill out the Resident Engagement menu, available online or in print
- Email the Resident Engagement team on VoiceBox@curo-group.co.uk
- Or, talk to the Resident Engagement team who are here today. Remember to enter our competition to win an iPad



Thank you

