



Customer Experience Committee – October 2025

The Customer Experience Committee (CXC) met on 20 October 2025 to scrutinise customer experience, complaints, resident engagement, service improvement, damp and mould and Curo's preparedness for new regulatory requirements.

The Committee reviewed its effectiveness over its first year of operation. Members concluded that the Committee was operating effectively and agreed further improvements, including clearer public reporting and stronger links with other Board Committees where areas of responsibility overlap.

Customer and service performance was reviewed alongside Tenant Satisfaction Measures and other sources of customer insight. The Committee welcomed improvements in the quality of data available but emphasised that reporting should demonstrate how customer insight is being translated into actions, service improvements and better outcomes. Members also discussed how a better understanding of different customer needs can support more responsive and inclusive services.

The Committee considered resident engagement and customer scrutiny activity and welcomed the contribution residents had made to reviewing Curo's services. Members emphasised the importance of continuing to translate resident feedback into tangible improvements.

Complaints performance was reviewed, including progress with Curo's new complaints model and the management of older, more complex complaints. The Committee noted improvements in the timeliness of complaint handling and the reduction in outstanding older cases. Members also considered learning from Housing Ombudsman determinations and the importance of embedding learning from complaints across services.

The Committee undertook a detailed review of Curo's approach to damp and mould and its readiness for the introduction of Awaab's Law. Members considered how cases are identified, prioritised and monitored, including the needs and vulnerabilities of individual households. The Committee noted improvements made over the previous year and agreed that performance against the requirements of Awaab's Law should continue to be monitored.

The Committee also considered wider regulatory and operational pressures affecting customer services and agreed to maintain oversight of emerging risks and their potential impact on customers.

Looking ahead, the Committee identified further areas for scrutiny, including outcomes under Awaab's Law, customer-facing policies, organisational learning, investment in homes and improving the experience and satisfaction of shared owners.