



Customer Experience Committee – March 2026

The Customer Experience Committee (CXC) met on 9 March 2026 to scrutinise customer experience, service performance, resident engagement, customer scrutiny, complaints and Curo's response to regulatory requirements.

The Committee heard directly about a customer's experience of accessing Curo's housing support services. Members welcomed the opportunity to hear first-hand how services can affect customers and discussed the importance of continuing to bring customer experiences, including where improvements may be needed, directly into the Committee's work.

Customer and service performance was reviewed, including satisfaction with homes and services, repairs and customer contact. Members identified areas requiring further scrutiny and asked for additional analysis to better understand how customers use different contact channels and how this relates to their satisfaction and experience.

The Committee reviewed resident engagement and customer scrutiny activity and considered how customer feedback is used in everyday service delivery. Members agreed priorities for future customer-led scrutiny, including how safe customers feel in their homes and Curo's response to anti-social behaviour, the impact of locally based housing services, and the timeliness of non-emergency repairs.

CXC considered progress following the implementation of Awaab's Law. Members reviewed the arrangements in place to monitor compliance and customer outcomes and discussed further improvements to oversight, data, systems, communication and learning. The Committee also considered preparations for future phases of the legislation.

Complaints performance was reviewed, including progress in resolving older complaints and the effectiveness of the revised complaints model. Members considered the potential risks associated with remaining longstanding cases, learning from Housing Ombudsman findings and how Curo can continue to strengthen complaint handling and service improvement.

The Committee also considered changes to the way housing and support services are delivered. Members focused on the intended benefits for customers, including clearer accountability, more locally focused services and improved consistency, and emphasised the importance of monitoring customer experience as the new arrangements are embedded.

Finally, the Committee considered customer involvement in decisions about homes and investment. Members emphasised the importance of clear communication with customers about planned works and changes to priorities and of ensuring that customer insight helps inform future decisions.