

**Tony Moore, Chair of Your Homes Newcastle (YHN) Customer Services Committee, is presenting at the NFA Conference on customer/tenant scrutiny and organisational governance. He writes:**

“My name is Tony Moore and I’m the chair of Your Homes Newcastle’s Customer Service Committee, which is made up of ten tenants from across Newcastle. We each bring a wide range of skills from our diverse employment or voluntary roles.

Our job is to make sure that customers' voices are heard at the highest level within YHN and we work hard to make sure that the views and priorities of customers are at the heart of what YHN does.

In Newcastle, we have an independent scrutiny panel - Scrutiny Involvement for Tenants (SIFT), commissioned by Newcastle Council. This group is made up of tenant volunteers and their role is to scrutinise service delivery using a range of engagement methods.

The Customer Service Committee co-ordinates all strands of engagement feedback including the scrutiny panel. SIFT work closely with YHN throughout the scrutiny process and provide regular updates to The Customer Service Committee. The Customer Service Committee and Scrutiny Involvement for Tenants have different focuses but they complement each other.

YHN has supported SIFT to deliver four scrutiny projects this year: the re-let standards of empty properties, how we manage the rent arrears of tenants transferring to Universal Credit, whether the review of YHN’s complaints procedure has improved the complaints service for customers and our repairs service.

I am looking forward to hearing about innovative community engagement ideas from other ALMOs at the NFA Conference!”