



# Meeting the standards

Last year, the Regulator of Social Housing (RSH) inspected Calico Homes and said we meet their new Consumer Standards. These standards set out the way we should provide our services to you.

We also meet their Governance Standards, which look at how we are governed and how we make our decisions. The information about this was shared in our annual report and on our website.

The Regulator also pointed out some areas to improve. From this, we've made an action plan which we are working on with our Calico Homes Board and the customers from our Service Scrutiny Group.

## TAKING YOUR VIEWS INTO ACCOUNT

Making sure we listen to and act upon your feedback, and you have opportunities to tell us, how we can improve.



We will update our Customer Voice Framework – which sets out how you can be involved in improving our services and making decisions.



We will introduce new measures to make sure we do everything we can, to involve you in decision-making.

## THE RIGHT INFORMATION

Making sure we have the right personal information about the people who live in your home. This helps us to understand what you need and to treat you fairly and with respect.



We will introduce a new policy to make sure your personal information is accurate and safe on our systems.



We will introduce a plan about how we use this information, so that service access is fair.



We will keep this information up to date.

## PROPERTY IMPROVEMENTS

Making sure we have the right information about each home so that we can make improvements.



We will survey all our homes by the end of June 2025 and update our systems with accurate property information.



We will work make sure uir teams have the right skills and experience. This will include providing more training.

## REPAIRS DONE ON TIME

Taking steps increase the number of repairs completed on time.



We will recruit more people to bring late repairs jobs back on time.



We will improve our process for when appointments are missed and train our teams on this.



We will improve the way we manage planned works and the contractors who deliver these.



We will improve our inspection process to make sure that repairs are properly spotted and logged.



We will review and improve the way we support you with damp, mould or condensation in your homes.



We will continue to roll out our Calico Connect app, giving more choice over repairs appointments.



We will introduce new reporting to spot issues more quickly and train our teams how to use it.

## BOARD DECISION-MAKING

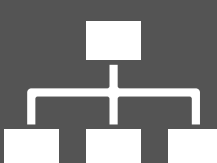
Showing that Calico Homes Board makes the right decisions in the best interests of you and our business.



We will carry out an external review of the way the Board works, and make sure we have the right resources in place to support the Board.



We will review our approach to how we manage financial and other important risks.



We will review the structure of the Calico Group



We will review our business arrangements with other parts of the Calico Group every two years so that you always get the best value for money and service.