

Sage Homes Customer Scrutiny Panel - Meeting minutes

Date	5/02/2026
Location	Online
Attendees	The CSP chair/Non-Executive Director 4x CSP members Chief Customer Officer Community Creator Company Secretarial Asst. Customer Services Director Head of Insight Head of Resident Services Managing Director of Housing Operations Senior Customer Insights Analyst

Please note these minutes are a shortened version of the original record, with personal information removed. They accurately reflect the discussions, decisions and outcomes of the meeting.

Notice and attendance

Some Panel members sent apologies, but everyone had notice of the meeting and enough members were present for it to go ahead.

The Chair welcomed everyone and said a special hello to the newest Customer Scrutiny Panel member. The Chair explained that further recruitment is still ongoing.

The Chair talked through the updated agenda and asked members to share feedback after the meeting. The Chair confirmed that the Corporate Plan has been approved by the Board and that the Panel would be reviewing the Customer Service Strategy.

The Chair reminded the Panel that their role is to help improve outcomes for residents. Recent work has focused on listening to customer feedback and showing how it is used, including through 'you said, we did' updates and the action log.

Meetings and actions

The Panel agreed the previous meeting minutes and action log. Members will now review these before meetings and send in any questions ahead of time.

The action tracker was updated and shared. Members asked for a live version with space to add questions and comments, and for it to be easy to use.

Community safety update

Customer satisfaction with how drug use cases are handled has increased from **50%** to **75%**. This improvement was linked to clearer communication, better case handling and working more closely with partners.

The Panel noted that the number of survey responses was small, but results have been improving steadily. Members asked to see customer comments from the surveys and a clearer breakdown of the results, which Sage agreed to share.

Policies

The Panel discussed how they will help review Sage policies without being overloaded. A forward plan was shared so members can choose which policies they want to focus on. Members welcomed clear cover papers explaining what feedback is needed and agreed that policies can be reviewed either in meetings or online.

'You said, we did'

The Panel welcomed the new 'You said, we did' document, which shows what customers have raised and how Sage has responded. It was confirmed this would be a fresh starting point from 2025 onwards. Members asked for a version that can be filtered by theme to make it easier to review.

Customer experience results for 2025

Sage shared customer satisfaction results, which are also reported to the Regulator of Social Housing.

Key results included:

- **76%** of rental customers were satisfied overall.
- **60%** of shared ownership customers were satisfied overall.
- **90%** of calls were answered.
- **87%** of rental and **68%** of shared ownership customers were satisfied with call handling.
- **87%** of rental and **72%** of shared ownership customers were satisfied with digital services.
- **70%** of rental and **43%** of shared ownership customers felt their views were listened to.
- **43%** of rental and **18%** of shared ownership customers were satisfied with complaint handling.
- Satisfaction with antisocial behaviour was **62%** for rental and **43%** for shared ownership customers.
- Satisfaction with communal maintenance improved, especially for shared ownership customers.

The Panel discussed why satisfaction is lower for shared ownership customers and how communication and complex cases affect customer experience. Sage explained where improvements have already been made and what will be a focus in 2026, including repairs and antisocial behaviour.

Corporate Plan

The refreshed Corporate Plan was shared, setting out Sage's purpose, values and priorities across customers, homes, the business and people. The Panel welcomed the plan and agreed to provide further feedback.

Customer Service Strategy

The Panel reviewed the new Customer Service Strategy, which sets out three year targets to reach top quartile performance. Sage confirmed that call waiting time targets apply to speaking to a real person and that an AI voice system will not be introduced following a trial.

Looking ahead

The Panel discussed upcoming work, including renters' rights, complaints, communications and policy reviews. Members agreed how they will lead on different topics and work with Sage teams. The next meeting date will be confirmed due to availability.

Any other business (AOB)

The Panel agreed to support the development of Sage's next Customer Annual Report and shared feedback on how meetings can continue to improve, including making information easier to review in advance.

The meeting then closed.