

Sage Homes Customer Scrutiny Panel - Meeting minutes

Date	14/04/2026
Location	Online
Attendees	The CSP chair/Non-Executive Director 5x CSP members Homes Customer Panel Chair/CSP member Chief Customer Officer Community Creator Company Secretarial Asst. Customer Services Director Head of Communications Head of Customer Service Head of Regulation, Compliance and Commercial Agreements Head of Resident Services Head of Talent Managing Director of Housing Operations Talent Development Manager

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, including two new Panel members. Recruitment for an additional Customer Scrutiny Panel member is ongoing and there has been strong interest in the role.

Meetings and actions

The Panel approved the previous meeting minutes and reviewed progress against actions. Most actions were complete, in progress or scheduled for discussion during the meeting.

The Panel also discussed how customer feedback is used to improve services. Sage explained how customer comments are reviewed regularly and used to improve services. A service improvement tracker will be shared with the Panel to help show how feedback leads to change.

Customer Scrutiny Panel Terms of Reference

The Panel reviewed and supported its updated Terms of Reference, subject to a minor changes. The document will now progress through Sage's approval process.

'You said, we did'

The Panel reviewed recent actions taken in response to customer feedback. Members also discussed learning from a customer engagement conference and agreed that previous actions should continue to be recorded and available for reference.

Renters' Rights Reform update

The Panel received an update on Renters' Rights Reform and what the proposed changes could mean for customers and housing providers. Discussions focused on tenancy changes, customer communications and how Sage is preparing for future legislation.

The Panel also discussed preparations for future phases of Awaab's Law and the steps Sage is taking to strengthen reporting processes and compliance. Members suggested including damp and mould guidance as part of the information provided to new customers.

Customer communications

The Panel reviewed progress on its communications focus area, including the Customer Annual Report, social media and the Sage website.

Key priorities include:

- Making information clearer and easier to understand
- Improving accessibility
- Testing customer communications before publishing
- Improving the customer experience on the sage website
- Exploring the use of social media to engage with customers

The Panel agreed that customer involvement should remain central to future communications work.

Learning and Development Strategy

The Panel reviewed the Learning and Development Strategy and asked questions about staff training, employee engagement and career development.

Key points included:



- An 85% employee survey response rate in 2025
- Continued investment in staff training and development
- Results show staff experience has improved compared with previous years

The strategy will now move forward for approval.

Policies

The Panel reviewed and approved:

- The Neglected and Hoarded Properties Policy
- The Customer Engagement Policy

The Panel also supported a proposed process that would involve customers earlier in Equality Impact Assessments when policies are reviewed or developed.

Looking ahead

The Panel discussed plans for its July planning day, future training opportunities and progress against member-led scrutiny areas.

Members also reviewed upcoming policy reviews and discussed how they could prepare for meetings more effectively.

Any other business (AOB)

The Chair thanked everyone for their contributions. Feedback from newer members highlighted that both the pre-meeting and Panel meeting were well organised and easy to follow.

The meeting then closed.