

Customer Forum Meeting  
29<sup>th</sup> January 13:00-15:30

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**Attendance: 5 Customers in attendance, 7 staff in attendance**

**Apologies: 7x Apologies**

Item	Notes
Welcome and Minutes	All in agreement with the minutes.
Meet the Team	Introduction to the Halton Housing Customer Resolutions Officer.
Rent Collection, Payments, and Arrears Management Policy	Update on the newly named policy, including language, escalation process, available support, identifying vulnerable customers, and payment methods.
Noise Policy (Draft)	Update on the drafted policy, including partnership working methods following the spotlight report from the Housing Ombudsman. Halton Housing is mindful that noise nuisance reports may be linked to domestic abuse cases. As part of Halton Housing voids standard, attention will be paid to flooring in properties that have previously been high in noise nuisance cases.
Additional Support and Reasonable Adjustments Policy (Draft)	Update on support available for customers, including gathering information pre-tenancy, safeguarding, and indicators of additional support requirements such as self-neglect and property condition.
Q3 Complaints Report	An update on complaints logged between October-December, including stages, resolution times, and internal processes.
Helping Hands Funding	Discussion and vote on Helping Hands funding applications: 3 funded, 1 part-funded.
Planning for Year Ahead	At the next meeting, the Customer Forum will receive updates on the new Consumer Standards, Repairs Performance Reporting, Annual Update, and Open Door.