

Customer Forum Meeting
28th January 2026

Attendance: 6 Customers in attendance, 7 staff in attendance

Apologies: 3 Customers

Item	Notes
Farewell Event & Customer Committee Update	Recruitment completed. Six members to be approved by February Board. Committee launches April with full induction. Celebration event on 12 March .
Welcome & Minutes	All in agreement with previous minutes.
Meet the Team	Environmental Services Operative attended.
Void Repair Policy	Updated void categories (V1–V5). Clearer timescales and responsibilities. Budget control explained. Recovery of costs from tenants is rare but possible.
Waste Management	Achieved SHIFT Gold . Plans for a greener living webpage (energy, waste, recycling, flood risk). Suggestions: add guidance in <i>Reach</i> magazine, simplify gas testing info, promote reuse/donation options.
Helping Hands Applications	Two approved: Angel Dust Holistics (£2,000); Community Safety Education CIC (£1,600).
Open Discussion	No items raised.
Closing Statement	Customer Forum formally concluded; thanks expressed for contributions.