

**Customer Forum Meeting**  
**30<sup>th</sup> July 13:00-16:00**

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**Attendance:**

- Customers: 7
- Staff: 8
- Apologies: 3 customers

Item	Notes
Remembering Keith Pethard	Tribute noted.
Welcome and Minutes	All in agreement with the minutes.
Meet the Team	Health & Safety team introduced.
Asset Management & Planned Investment	Policy overview shared. Focus on safe, warm, secure homes. Includes Decent Home Standard, clearer communication, and customer influence. Compliance with Awaab's Law and decarbonisation goals discussed.
Environmental Open Spaces	Mapping system shows need for more staff; we are hiring additional team members. Hedges team introduced. New mowers reduce clumpy grass. Future customer access to mapping system planned.
Repairs Policy	Updated to include Awaab's Law and Consumer Standards. Emergency repairs within 4 hours; urgent within 5 days. Customer vulnerability project underway.
Garden Competition	Winners: Garden 4, Communal 2.
Helping Hands	Grow Your Own fully funded.
Planning Ahead	Next Meet the Team: Legal Support Team.

Item	Notes
Open Discussion	General discussion held.
Date/Time/Location of Next Meeting	Wednesday 1st October, 13:00–16:00, Waterfront Point.