

Customer Forum Meeting
26th March 13:00-16:05

Attendance: 9 customers, 8 staff

Apologies: 6

Item	Notes
Welcome and Minutes	All in agreement with the minutes.
Meet the Team	Introduction to the team, including Halton Housing and Open Door Sales Negotiator.
Consumer Standards Update	Update on Consumer Standards, including discussions on Ombudsman powers, damp and mould issues, stock condition surveys, accountability, and 'finding the silence'.
Violence and Aggression Policy + Health and Safety Update	Update on the policy and discussions on system upgrades in various Halton Housing schemes.
Void and Property Optimisation Policy	Update on the policy with no major changes. Discussions on accessibility, mutual exchange, Property Pool Plus, and void standards.
Decant Policy	Update on the policy and updates on Churchill Mansions and Brunswick House.
4/24 Hour Emergency Repair Target and Performance Reporting	Update and discussion on timescales, potential to decant, out-of-hours service expectations, and challenges in achieving goals.
Performance Partner Update	Update on Halton Housing's overall performance.
Update on Scrutiny Panel Halton Housing Website Review	Discussion of ongoing review, current findings, and next steps.
Date/Time/Location of Next Meeting	Wednesday 28th May, 13:00-16:00