

Minutes.



Customer Forum Meeting 28th May 13:00-16:00

Attendance: 7 Customers in attendance, 7 staff in attendance

Apologies:

Agenda Item	Details
Welcome and Minutes	All attendees agreed with the previous minutes.
Meet the Team	A Neighbourhood Officer was introduced to the forum.
New Grounds Maintenance Schedule	A new, customer-friendly schedule is in development. Grass will be cut twice monthly, and herbicide use will be reduced. Customer feedback is welcomed.
Future Focus and The Halton Deal	A five-year strategic plan was shared, focusing on quality homes, excellent services, strong communities, empowered people, and a sustainable business. A draft of the Halton Deal was presented.
Board Visit Update and Presentation	Covered topics included Helping Hands, Meet the Teams sessions, the complaints process, and a TPAS (Tenant Participation Advisory Service) review.
Repairs, Void Repairs & Damp/Mould Policies	Updates were provided. The damp and mould policy is now aligned with current legislation.
Repairs Quality Framework	New standards were introduced to improve the quality of repairs and communication. Customer input is encouraged.
Helping Hands Discussion	Funding decisions were made: some applications were approved, while others were deferred or declined.

Agenda Item	Details
Future Plans and AOB	The next “Meet the Team” session will feature the Health & Safety Team, with a focus on personal stories. Forum members will help shape the questions.
Next Meeting	Date: Wednesday 30th July 2025 Time: 13:00–16:00 Location: Waterfront Point