

Minutes.



Customer Forum Meeting
20th November 13:00-15:30

Attendance: 6 Customers in attendance, 5 staff in attendance

Apologies: 5x Apologies

Item	Notes
Welcome and Minutes	All in agreeance with the minutes.
Meet the Team	Meet the team section with Halton Housing Welfare Benefits and Money Advice Manager
Managing Compliance Presentation	Presentation on the importance of remaining compliant from a health and safety and costing perspective, and how customers can help us to do this.
Discretionary Compensation Policy	Updated in line with Housing Ombudsman requirements. Breaking down mandatory, quantifiable and discretionary compensation.
Lettings Policy	Updated in line with the new Property Pool Plus policy. Changes to age restrictions on some property types,
TPAS customer engagement review	Customer engagement to be benchmarked in line with consumer standards by the Tenant Participant Advisory Service with a sight to provide recommendations.
Date/Time/Location of Next Meeting-	Wednesday 29 th January 13:00-16:00