

Customer Forum Meeting  
26<sup>th</sup> November 2025

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**Attendance: 8 Customers in attendance, 6 staff in attendance**

**Apologies: 2 Customer, 1 staff**

Item	Notes
Welcome and Minutes	All in agreement with the minutes.
Meet the Team	Customer Hub Advisor introduced
Shared Ownership Policy	<ul style="list-style-type: none"><li>- Buy a share (10–75%) and pay rent on remainder</li><li>- Staircasing possible over time</li></ul> <b>Pre-2021:</b> 25% min share, 10% staircasing, no repairs allowance <b>Post-2021:</b> 10% min share, 1% staircasing, £500 annual repairs allowance for 10 years Examples: Waterfront View (old), Hatters Chase (new)
Performance Update	<ul style="list-style-type: none"><li>- Overall satisfaction &amp; repairs: <b>up 7%</b></li><li>- Neighbourhood satisfaction: <b>down 2.5%</b></li><li>- Decent Homes Standard: <b>99.87%</b></li><li>- Non-emergency repairs on target: <b>82.6%</b> (down from 85.2%)</li><li>- Arrears: <b>£1.42m</b> (below target)</li><li>- New homes delivered: <b>67</b> (target 120)</li><li>- Void rent loss: <b>£21k above target</b></li><li>- Relet time: <b>33.25 days</b></li><li>- Tenancy ends: <b>234</b> (up from 193)</li></ul>
Open Discussion & Meet the Team Selection	<ul style="list-style-type: none"><li>- Keep Warm Keep Well initiative updated: frontline staff distributing bags, making welfare calls; 106 winter coats donated</li><li>- Suggest inviting grounds maintenance or home-visiting staff next time</li><li>- Managers may leave meeting for open discussion</li></ul>
Date/Time/Location of Next Meeting	Wednesday 28th January 2025, 13:00–16:00, Waterfront Point.