

Customer Forum Meeting
1st October 2025

Attendance: 8 Customers in attendance, 7 staff in attendance

Apologies: 1 Customer, 2 staff

Agenda Item	Update / Notes
Welcome & Minutes	Previous minutes agreed by all attendees.
Meet the Team	Introduction of Legal Support Officer.
Churchill/Brunswick Update	Churchill decant nearly complete. Brunswick allocations paused. Home Loss and Disturbance Allowance provided where applicable.
The Halton Deal	New simplified tenancy agreement shared. Final version ready. Customers will receive a paper copy via Reach magazine.
EICR & Gas Cap-Off Leaflets	EICR now legally required every 5 years. Simple guide created. Gas may be capped for safety or unpaid bills — support is available.
Scooter Policy	New procedure for communal areas. Scooters not permitted in shared spaces. Indoor storage depends on size and battery type.
Helping Hands	Decisions made on 4 Helping Hands applications.
Open Discussion & Team Selection	Support Hub team member selected.
Customer Committee Update	Overview of upcoming changes to Customer Engagement.
Next Meeting	Wednesday 26th November 13:00–16:00 Waterfront Point