

Minutes.



Customer Forum Meeting
25th September 13:00-15:30

Attendance: 7 Customers in attendance, 3 staff in attendance

Apologies: 5x Apologies

Item	Notes
Welcome and Minutes	The group request info on pre-tenancy support for young people and vetting whole household.
Meet the Team	Meet the team section with Halton Housing Board Chair.
Sensitive Lettings Update	Explanation of how sensitive letting helps to design out issues on our estates. Halton Housing are not able to socially engineer estates. Explanation of how we cycle existing adapted properties to meet the needs of those with medically assessed needs.
Performance Partner Update	Update on Halton Housing performance, to be reviewed on a six-month basis.
Repairs Phase Update	Update on the new structure of the Customer Services and Planning Teams. We removed lots of small/single roles and created a large pool of staff members that can help customers with as much as possible at first point of contact. This is called our Customer Support Hub, a team of around 25.
Destination Project Closure and Start Up	Reflection on the achievements of Destination Upton. Update on upcoming schemes/activities for Destination Old Town.
Helping Hands Funding	2x Helping Hands applications approved by Customer Forum
Date/Time/Location of Next Meeting-	Wednesday 20th November- 13:00-16:00