

Minutes.



Customer Forum Meeting
1st May 2024 13:00-15:30
Halton Housing Naughton Fields

Attendance: 8 Customers in attendance, 4 staff in attendance

Apologies: 4x Apologies

Item	Notes
Welcome and Minutes	Customers interested in hearing more about sensitive letting. [Action-Invite Neighborhood Allocations Manager to Attend]
Meet the Team	Meet the team with Director of Homes- Not minuted on Chair request.
Asset Management Strategy	Discussed upcoming changes in legislation, barriers/challenges for Halton Housing in terms of Asset Management, Stock Condition Surveys, Energy Performance Certificates. [Actions- Work on strategy tone of voice, ensure to report back on strategy effectiveness, share copy with customers, review at years 1,2,+3]
Repairs Policy	No major changes, waiting on legislative change before we adjust the policy, discussed the benefits/negatives of using agency workers for jobs, discussed the Halton Housing app and some issues surrounding it. [Action- Provide overview of CST and Planner restructure, and how jobs will be scheduled]
Void Repairs Policy	Void standards review is due this year, this will be incorporated into the policy when published. [Action- re explore option of Customer Forum attending void properties]
Damp and Mould Policy	Halton Housing have had an audit and a scrutiny panel review of this policy, we're waiting for updates from Awab's Law before we make any more changes to this policy. We have communication that goes to customers in the form of leaflets, gas service engineers are trained to spot Damp and Mould etc. The focus on Damp and Mould remains with those over a certain age, those under a certain age, those with health conditions and the bedroom and living room.

agenda

Complaint Performance Report	As part of the Ombudsman Complaints Code we are looking to publish a complaint performance report annually. [Action- Final tone of voice check and then share Customer Forum comments]
Helping Hands Applications	The Customer Forum have granted Runcorn Netball Club £400 to support in purchasing uniforms and equipment.
Date/Time/Location of Next Meeting-	Waterfront Point, 31st July 2024, 13:00-16:00