

Minutes.



Customer Forum Meeting
31st July 2024 13:00-15:30
Halton Housing Waterfront Point

Attendance: 9 Customers in attendance, 6 staff in attendance

Apologies: 3x Apologies

Item	Notes
Welcome and Minutes	[Action- note to gas team that notifications don't match letters]
Meet the Team	Meet the team with Organizational Development Business Partner and Communications Apprentice.
Succession Policy	Changes to tone of voice, outlining of succession rights.
Garden Competition Voting	The group selected the winners of the Garden Competition.
Customer Engagement + Complaints Performance Report Update	Update on development of corporate plan. [Action- plan in dedicated group meeting for CF looking at the Corporate Plan questions]
Talk to us Policy	Updated in line with housing ombudsman expectations. [Action- Explore if our complaints email address can be published.]
Date/Time/Location of Next Meeting-	Location TBC, 25th September 2024, 13:00-16:00