



CUSTOMER PANEL MEETING
27th March 2023

Meeting:- Customer Panel Meeting

Date / Time:- 4.00pm, 27th March 2023

Location:- Minto Centre – Large meeting room

Present:- Debbie Fox (WHA), Susan Duxbury (WHA), Andrea Sharp (WHA), John Burrow, Marilyn Allison, Andrew Hardcastle, Cheryl McGraffin, Olive Timney, Colin Tooley, Lynne Hodgson, Amanda Cook

Apologies:- Bill Reville

Note Taker:- Andrea Sharp

<u>ITEM</u>	<u>NOTES</u>	<u>ACTIONS</u>
1	<u>Apologies</u> Bill Reville	
2	<u>Minutes of previous meeting</u> Minutes of previous meeting agreed as a true record. <u>Matters arising</u> Customer Engagement Training – Heather Wilson is working on the involved residents training programme and we will be in touch to arrange this. Debbie will send out the training information to new members of the panel. SHDF – the embargo is now lifted so we can share the information that the consortia which Westfield is part of has been successful in their application. We have been awarded just under £500,000 in funding and we will match fund that – so an investment of nearly £1,000,000. We have been in contact with the tenants identified with the lowest EPC rating and work will be carried out over the next 2 years. Board approval The paper sent to Board which set out what the relationship between the panel and board would look like has been approved. This panel will now receive the board agenda prior to the meeting and will be given feedback after the meeting. Panel members can attend and observe the board meeting if they would like to – up to 2 members at each meeting. Any information from the customer panel meeting will be fed back to board. The chair of the board will attend 2 customer panel meetings.	DF

The board are carrying out a review of the business plan on 20th April – if anyone is interested in attending then let us know.

**ALL PANEL
MEMBERS**

Grounds maintenance contract started today (27/3/23). Marilyn asked about the path but we think this is either Allerdale or Cumbria County Council.

New development names proposed by this panel have been accepted by Allerdale.

Customer panel meetings will now start at 4pm.

3 Performance

Report provided to panel for performance up to the end of December. Void rent loss – still struggling with the Beech Mews properties as we are waiting for Electricity North West regarding the air source heat pumps.

Not seeing the level of arrears that we expected with cost of living crisis. We have been able to accessed some funding to assist tenants with high arrears.

4 Tenant Feedback / Dissatisfaction and Complaints

We gather feedback from different sources – feedback from any events / follow up visits / satisfaction surveys.

STAR survey has been sent out by email, on Facebook and on the website and a link by text so would encourage everyone to complete and return.

New gas contractor is starting today (27/3/23) and we will continue to conduct the satisfaction surveys for their work.

Complaints – Housing Ombudsman are making themselves more accessible to tenants and we are to ensure our complaints policy and procedure is promoted regularly to tenants. The ombudsman can be contacted at any point during a complaint and tenants no longer have to wait for our complaints process to run its course.

We also have to demonstrate the learning from the complaints i.e.) have we changed anything or introduced anything new.

Compliments – we also register and recognise any compliments that we receive.

5 **Service Standards**

The service standards will be circulated to new members.

We have split this into 3 sections:-
Housing Applications and Allocations
Rents
Anti social behaviour

This sets out the standards tenants should expect to receive in each areas.

Debbie asked for any feedback – everyone was happy and had no issues.
Service Standards agreed.

Debbie to finalise and send out the finalised version.

DF

6 **Terms of reference**

The original ToR when we started the group had to be enhanced as per the recommendation from the internal audit. The revised version has already been circulated - no questions from the group.

The new version is now agreed.

7 **Annual Plan**

Annual Plan prepared and distributed to panel.

Susan emailed the panel to ask if anyone wanted to be involved in the CHANW group – she will email the information out again as members were unclear if they had all received it.

Susan explained our membership to this group which is the Community Housing Associations North West (CHANW). They are looking to set up a tenants group from across the associations that are members of CHANW.

These will possibly be face to face meetings in Warrington – Susan or Julie will attend with the residents.

The group will be tasked with reviewing the following policies and working towards shared policies for the group:

- Damp and Mould
- ASB
- Tenants responsibilities

Good neighbour agreement is currently being reviewed and will be sent out to panel members.

SD

ACTION – panel members to let Susan know if they would like to be involved with CHANW.

ALL PANEL MEMBERS

R&M Process Review

Would any panel members like to be involved with this review. It will be to map out the repairs process and review what happens with that process and identify efficiencies.

ALL PANEL MEMBERS

Can panel members let Debbie know if they would like to be involved.

Customer Panel Meetings are to be more regular – bi monthly – and will start at 4pm. Dates have been planned in before the board meetings.

Board Meetings are usually at 5pm for information if anyone would like to attend.

ALL PANEL MEMBERS

Annual Review of the Business Plan is on 20th April 2023 and will start at around 5pm. If panel members can let Debbie know if they would like to attend.

ALL PANEL MEMBERS

AGM is on 19th September 2023

8 **AOB**

Debbie advised that Michael Winthrop has now started as Technical Officer.

Calendar of Events

The calendar of events has now been compiled and will be sent out.

- Estate Walkabout 16th May 2023 at 2pm
- Over 55s Durham trip 24th June 2023
- Clean Up day 2nd August 2023 (possibly a joined up even with Castles and Coasts)
- Blackpool Trip 5th August 2023
- Xmas Jumper and Bingo 8th December 2023
- Glasgow Xmas Trip 2nd December 2023 (Adults only)

Plus we will also be supporting the events that are being held at Zebras.

Allocations Panel

We will be starting to allocate the new bungalows soon and would like to set up a lettings panel for transparency.

The panel will consist of Susan Duxbury and Julie Armstrong plus 2 panel members. All information will be anonymized.

If a panel member has an application registered then they would not be able to be on the panel due to a conflict of interest.

Can panel members let Debbie know asap if they would like to be considered for the lettings panel.

ALL PANEL MEMBERS

Speeding

Andrew Hardcastle advised of issues with speeding on the estate. He advised that once the police have received 10 reports of speeding in an area then they will increase their presence in that area.

13 **Date of next meeting**

22nd May 2023 at 4pm

POINT TO NOTE

Can all panel members please let Debbie / Susan know on the actions above by 10th April 2023