



**Minutes of Customer Committee Meeting held on Tuesday 3rd June 2025
at Diamond House, Board Room**

MEMBERS:	Charlotte Haines (Chair) Ahmed Abdulmalek (AA) Jack Buckley (JBu) Keri Muldoon (KM) Rashidah Owoseni (RO) Cynthia (Bethel) Alloyda (CA)
OFFICERS:	Sue Sutton, Director of Customer and Landlord Services (DCLS) Warren Carlon, Director of Communities (DC) Lorraine Giddings, Customer Service and Engagement Manager (CSEM) Christiana O'Brien, Customer Engagement Manager (CEM) Zeenet Quraishi, Governance Manager (GM) - Minutes
OBSERVERS:	Martin Warhurst (MW) Jason Ridley (JR)
APOLOGIES:	Gareth Evans (GE) John Beattie (JBe) Marta Diaz (MD)

The meeting commenced at 18:00.

ITEM	
1.	Apologies for Absence and Declarations of Interest
	The Chair welcomed everyone to the meeting. Apologies were received from Gareth Evans, John Beattie and Marta Diaz. No declarations of interest were made.
2.	Minutes of the Customer Committee Meeting held on 11th March 2025
	The Committee approved the minutes from the last meeting held on Tuesday 3rd May 2025.
3.	Matters Arising and Action Tracker
	Regarding Item 3 of the Action Tracker the Chair updated members that the rescheduled Customer Committee Strategy Day will take place on Friday 27 th June in accordance with the most availability indicated by members. The Committee noted the changes to the Action Tracker.
4.	Chair's Update
	The Chair noted that the recruitment to the Customer Committee is ongoing, with over 80 applicants now shortlisted by the Recruitment Panel to 12 candidates who will be invited to interview during June.

	<p>The Chair queried with members the frequency of the Committee meetings and following discussion it was agreed that from September the meetings would be undertaken on bi-monthly basis with capacity for ad hoc meetings if required.</p> <p>The Committee noted the Chair's update.</p>
5.	Scrutiny Action Tracker
	<p>The CEM noted the Scrutiny Action Tracker has been streamlined and welcomed queries from the members, with the following being noted during discussion:</p> <ul style="list-style-type: none"> • CA queried the Environmental Services scrutiny action and whether there was an appetite for qualifications to be undertaken. The CEM responded the action was a result of the scrutiny and it would not be a pre-requisite for recruitment, but rather about upskilling where gaps had been identified. The CEM noted that it had been identified that some colleagues would like formal qualifications to progress through the business. The EDCLS noted that some qualifications/training is mandatory, and any additional training requests are addressed as part of their 1:1s and we have also had success with colleagues progressing through the apprenticeship programme. • The Tracker is an important 'live' document that is updated on an ongoing basis, and members are welcome to contact the CEM at any time to discuss its contents. <p>The CEM informed members that the current customer support scrutiny has been paused and will be replaced with a review of our approach to customer communications before and during investment works. The CEM will look to share the proposed scope with members.</p> <p>The Chair thanked the CEM for the update.</p> <p>The Committee noted the updates to the Scrutiny Action Tracker.</p>
6.	Annual Customer Voice Report
	<p>The EDCLS noted that the Customer Committee Voice Report will now be scheduled for discussion during the Customer Committee Strategy Day on the 27th June 2025.</p>
7.	Knowing Our Customer Update
	<p>The EDCLS tabled the "Knowing Our Customer" presentation at the meeting and apologised to members for this not being circulated in advance.</p> <p>The EDCLS noted the following as part of the presentation:</p> <ul style="list-style-type: none"> • The programme and the journey so far including a background. • The introduction of the Vulnerable Customer and Reasonable Adjustment policy during 2024/25 and following this the number of reasonable adjustments recorded have increased from 1,421 to 3,968. • Tenancy Audits – During 2024/25 Salix Homes attempted 2,812 visits and successfully completed 1,543. • The improvements made in the customer data we now hold regarding disability have notably improved and we continue to work to fill the gaps on a proactive basis. • Customer Persona project – looking to create a customer segmentation model, with data on behaviour and attitudes – the next steps have been parked and will be revisited and reviewed in the coming months.

	<ul style="list-style-type: none"> • BDO customer Insight Audit – the outcome was moderate/moderate, with recommendations to support our ongoing data collection programme. • Continue to collect customer data and review the tenancy audit process to reduce no access levels. • Develop and introduce a framework for the ongoing collection, analysing usage and reporting of customer data. <p>The following was noted during discussions:</p> <ul style="list-style-type: none"> • CA queried if mental health concerns are addressed, and EDCLS confirmed that these are triaged and addressed and signposted to external partners where further support is required. • JR noted that the Customer Insight Audit Report delivered a good result, and the recommendations will support the progress of Salix Homes. • KM noted that the information and data presented in the report showed improvement and is a positive outcome for Salix Homes. <p>The Committee noted the Knowing Our Customer Update.</p>
8.	Annual Self-Assessment against the Consumer Standards
	<p>The EDCLS provided members with a summary of the annual self-assessment with compliance with the Consumer Standards and noted the areas to strengthen compliance as the following:</p> <ul style="list-style-type: none"> • section 1.1 – accurate record at an individual property level, and for this to be further strengthened with an overarching no access process to be agreed with clear responsibilities. • section 2.3 – safety of tenants considered in the design and delivery of landlord services, to be further supported with the implementation of a decant policy and procedure ensuring HHSRS hazards are detailed as a reason to decant. • section 4.2 – the provision of good quality housing adaptations service, to be supported by a review and update of the adaptations policy and procedure to ensure compliance with legislation. <p>The following was noted by members during discussion:</p> <ul style="list-style-type: none"> • AA queried the process for retaining various types of properties for the purpose of decant. The EDCLS responded there are a few properties that are retained for the purposes of decant purposes. EDCLS also noted that Airbnb and hotel accommodation are also used as and when required. • A further query was raised by AA if there was an opportunity to have a pool with other RPs or within the GM footprint and the EDCLS responded that clear processes would be required to safeguard damage to the properties, GMHP has set up a Repairs Group to address consistency across the footprint. <p>That Committee resolved to approve Salix Homes’ annual self-assessment against the Consumer Standards.</p>
9.	Springboard Update
	<p>The DC provided members with a summary of community activities supported through our community grant (Springboard) during 2024/25 and noted the following for members:</p> <ul style="list-style-type: none"> • A total of £30,718 has been spent from the Springboard budget during 2024-25, covering 25 projects which were part funded to make best use of the funding. • The Customer Engagement Team will be managing the funding going forward.

	<ul style="list-style-type: none"> • The projects funded in 2024/25 include Two Brews, PDSA Pet Charity and a full list of projects supported have been included in the report circulated to members. • The smallest award was for £18.20 to support a litter picking initiative and the highest was for £5,000 to support an initiative to improve access and reduce vehicle nuisance around Fitzwarren Court. • DC noted there continues to be high demand for support through our Springboard grants, with 19 applications received for the current financial year. The Customer Engagement team are assessing all applications and will provide members with an overview of progress at future meetings. <p>The following queries were noted during discussion:</p> <ul style="list-style-type: none"> • CA queried if requests for funding were required on a rolling/ongoing basis would this be supported, the CEM responded that this would be assessed and reviewed on a case-by-case basis. • EDCLS noted it would be valuable for members to understand the impact funds have had on the projects with feedback from the projects. The CEM responded that they would look to request feedback from those awarded funds to demonstrate the benefit realised. The CEM also noted that the Springboard Heroes Awards assist in highlighting the good work being undertaken by Salix Homes Springboard fund. • JR queried how many applications for funding have been declined during the current year and the CEM responded that from April 2025, 3 applications have been declined. • CA queried if this could be included on the website and EDCLS confirmed this is included in the Annual Customer Voice Report • Chair discussed with members the opportunities to highlight the contributions of the funds by using a variety of social media platforms to include TikTok, Facebook, Instagram as the different platforms attract varying audiences and it would be best use of multiple platforms. <p>The Committee noted the Springboard Update</p> <p>Actions:</p> <ul style="list-style-type: none"> • CEM to request feedback from projects who have received funding from the Springboard and provide an update to members.
10.	Any Other Business
	No other business noted.
11.	Date of Next Meeting
	Tuesday 1 st July (via Teams)
The meeting closed at 19:22.	