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| **Customer and Community Voice Meeting Houghton & Hetton**held on Wednesday 9th October 2024 between 2pm – 4pmat ELCAP  |
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| **PRESENT** | **IN ATTENDANCE** |
| Bryan (**BW**) John (**JD**)Evelyn (**EC**)Pam (**PC**) | Michael McGuigan **(MM)** – Customer Voice ManagerClaire Dawson (**CD**) - Neighbourhood Operations Manager. |
| **APOLOGIES** |  |
| Audrey George Clive Peta Sarah  |  |
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| **PARA** |  | **ACTION** |
|  | 1. **Welcome and Apologies**
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| 1 | BW introduced the meeting and provided apologies to those members who could not attend.  |  |
|  | 1. **Receipt and Review of Previous Meeting**
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| 2 | Previous minutes from meeting approved. |  |
|  | 1. **CHAIR’s Meeting Update**
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| 3 | Byan updated the group on the CHAIR’s meeting. This included:* Confirmation 5-year business plan has been submitted to the Regulator of Social Housing.
* Customer Satisfaction was measured at 78% for 23/24. Further information on this can be found below.

<https://www.gentoogroup.com/about-us/performance-and-transparency/tenant-satisfaction-measures/>* £1 million invested in our properties weekly with a 12.1 million operational surplus. Demonstrates the business is spending money wisely.
* Feedback provided on how the CCV meetings are going in other areas of the City. This included how we increase membership and how the onus needs to be put onto members to create agenda items.
* CHAIR of the Building Safety Group attended and provided update. He highlighted concerns with a lack of parking at some towers and the dangers of lithium batteries in mobility scooters.
* Neighbourhood Co-ordinators to complete a quarterly report to update members who attend the CCV Meeting.
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|  | 1. **Winter Fuel Payment – Household Support Fund**
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| 4 | BW has held discussions with Zara Kelly, Financial Inclusion Manager around Household Support Fund. BW provided an update on how Gentoo are working with the local authority around household support fund where you can claim 10p and qualify for the winter fuel payment.JD advised he is meeting with Zara to discuss financial inclusion. John has now joined SPAG (Sunderland Poverty Action Group).It was agreed for Zara Kelly to attend next CCV Meeting for area. [1]  |  |
|  | 1. **Customer Committee Update**
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| 5 | JD provided an update from Customer Committee. JD advised:* Stock Condition Surveys underway so we can understand the data held on our properties.
* The group have achieved their regulatory grading from RSH (Regulator of Social Housing). This outlined a C1 (Consumer) G1 (Governance) V2 (Viability). JD advised Gentoo are the largest Housing Association to be awarded a C1.
* Discussed the Concierge ways of working.
* Discussed Anti-Social Behaviour, what works well and what needs to be improved. Reviewed how we can support vulnerable customers.
* Update provided on TSM’s (Tenant Satisfaction Measures) and the improvement that has been made to date to try and improve scores.
* Discussion held around a customer engagement strategy and what a new model could look like.
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|  | 1. **Chartered Institute of Housing Annual Conference Update**
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| 6 | JD attended the Housing Annual Conference in Liverpool and provided his experience:* Advised 40/50 Housing Associations attended with only 2 providers bringing customers to the conference.
* Attended discussions on complaints and advised it was great to compare where we are at now, compared to previous years.
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|  | 1. **Customer Involvement Programme**
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| 7 | JD nominated and attending Housing National Resident Panel, will continue in post over the next 12 months. Meeting again in the Autumn.Customer drop-in sessions were being held in Houghton & Hetton to hear from customers across the area as to how we can help support them with any aspect of their tenancy.  |  |
|  | 1. **Housing Update**
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| 8 | ASB main area of concern in H&H. HALO continue to work closely in the area alongside Police and Community Safety Officers. Moorsley Hut to host a Free Benefits Advice Day on Friday 11 October.  |  |
|  | 1. **Review Design of Aspire Application/Guidance**
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| 9 | BW talked through the new look and review of the Aspire Grant Application. Update requested as to if we can increase ASPIRE amounts applicants can apply for [2]Discussion held around a panel who will review Aspire applications as part of new process. JD and BW would like to be part of this. It was agreed to communicate date of first meeting once arranged. [3] |  |
|  | 1. **Aspire/Local Area Budget Applications**
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| 10 | Local Area Budget application discussed. Customers would like Sunderland Council to contribute to the cost. Members asked for the application to be deferred until clarification is provided around this.  |  |
|  | 1. **Any Other Business**
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| 11 | EC & PC raised concerns regarding parking near Cherry Tree Gardens. Explained customers / residents park right up to the entrance which can hinder ambulances coming / going. CD advised she would raise this with Phil Meek, Support Manager [4] |  |
|  | **Dates of Next Meeting** |  |
|  | **Akeler House**Centralised Christmas CCV Meeting - Tuesday 10 December 2024 - Akeler House – 2pm – 4pm**ELCAP**Friday 14 February 2025 – 10am – 12pmFriday 16 May 2025 – 10am – 12pmFriday 15 August 2025 – 10am – 12pmFriday 14 November 2025 – 10am – 12pm |  |

**ACTION LOG**

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| **KEY** |  |  |
|  | Action completion overdue |  |
|  | Action ongoing and date not due |  |
|  | Action complete |  |

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| 888 |
| **ACTION REF** | **DETAILS** | **RESPONSIBILITY** | **TARGET COMPLETION** | **STATUS** |
| 09.10.24 [1] | Invite Financial Inclusion Manager to next CCV Meeting. | Lewis Walmsley | 01.11.24 | Diary invite sent to Zara Kelly to attend first session in 2025.  |
| 09.10.24 [2] | Can we increase ASPIRE amounts. | Lewis Walmsley | 01.11.24 | Changes to be made from next financial year. To increase amounts from £500 to £1000 |
| 09.10.24 [3] | Provide date of first ASPIRE meetings.  | Lewis Walmsley | 01.11.24 | Once all CCV’s have been completed, a date will be set and advertised.  |
| 09.10.24 [4] | Concerns with parking at Cherry Tree Gardens  | Claire Dawson | 01.11.24 | Passed to Phil Meek to review.  |