

# Meeting minutes

**Meeting:** Customer Involvement Panel Meeting  
**Date:** Thursday 27 June 2024  
**Venue:** Wednesfield Meeting Room 2  
**Time:** 10.00 – 14.30

## CIP members in attendance

Louise Talbot (LT)	-	Tenant Member (Chair)
Alzie Logan (AL)	-	Tenant Member
Gemma Taylor (GT)	-	Tenant Member
Irene Cheshire (IC)	-	Tenant Member
Juliet Logan (JL)	-	Tenant Member

## Wolverhampton Homes staff in attendance

Andrew Finch (AF)	-	Customer Experience Manager
Angela Barnes (AB)	-	Director of Homes and Communities
Frank Dalton (FD)	-	Contracts Manager Gas
Mandy Woolley (MW)	-	Customer Involvement and Community Engagement Business Partner
Nicky Devey (ND)	-	Head of Business Services
Stephen Perry (SP)	-	ASB Manager

## Guests

Keeron Forshaw (KF)	-	Observer/possible Tenant Member
Esme Buttrick (EB)	-	Work Experience

<b>1.0</b>	<b>Apologies</b>	
1.1	LT confirmed no apologies.	LT
<b>2.0</b>	<b>Introduction</b>	LT
2.1	LT opened the meeting and thanked everyone for attending.	
2.2	MW introduced guests KF & EB who were attending to observe.	
2.3	Minutes of previous meeting were agreed as a true record.	
<b>3.0</b>	<b>FD - Gas Service feedback and video</b>	
3.1	FD thanked CIP for their positive feedback and for the issues they had previously raised. This feedback resulted in FD attending toolbox talks and instructed Dodds the full expectations of customers during the gas inspection.	

3.2	Some gas inspections have been audited and follow up audits will take place.	
3.3	Mark Langford visited LT to discuss gas inspection and had a phone conversation with GT.	
3.4	LT & GT both said their recent gas inspections were very good, dust sheets used etc.	
3.5	FD shared the Gas Safety draft video what happens during tenant's gas safety check. Comments on the draft video were sought.	
3.6	Feedback was provided for consideration including: <ul style="list-style-type: none"> <li>- Length of video (keep as short as possible) – GT</li> <li>- Where the operative was pointing at items there should be some text as well – LT</li> </ul>	
3.7	Overall, the panel was impressed with the video and look forward to seeing the final draft. FD to be invited to next CIP on 12 September 2024. The panel asked if a link to the video could be added to the letter tenant receive arranging gas service. FD agreed this would be a good idea and would investigate to see if this is possible.	
3.8	CIP raised issues with new tenants not being fully aware how boilers work or how to control them resulting in raising a repair call. FD said this was a good point and as all new tenants have a test and commission this could be added, and the operative provides a demonstration.  <b>Action:</b> <ul style="list-style-type: none"> <li>• FD to attend CIP meeting on 12 September 2024 with the final video.</li> <li>• FD to investigate to see if link to the video can be shared on gas service letters.</li> </ul>	
<b>4.0</b>	<b>AB &amp; SP - GNA Feedback</b>	
4.1	AB & SP feedback on the Good Neighbourhood Agreement GNA, the document has been previously shared with the panel along with the Anti-Social Behaviour (ASB) Policy. AB discussed the pros and cons in having the agreement. GT & LT both agreed the document should be and additional tool to back up the tenancy agreement.	
4.2	IC shared a document with the panel she obtained from National Federation of ALMOs (NFA) conference regarding "critical friend."	

4.3	<p>A request was made for the document to be used as a backup to the tenancy agreement outlining in more detail what a good neighbour should look like and what is and is not ASB.</p> <p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>• <b>GNA to be renamed as the Good Neighbour Charter.</b></li> <li>• <b>ASB policy to be reviewed - AB</b></li> </ul>	
5.0	<b>ND &amp; AF - Complaints policy review</b>	
5.1	ND had shared the Complaints Policy with CIP via the team's channel however not all members had seen it therefore ND shared the document on screen and AF went through it.	
5.2	<p>It was agreed the policy was fit for purpose and covered all aspects of complaints. It was also agreed that ND &amp; AF would bring the Unreasonable Complaints Policy to the next CIP meeting on 12 September 2024.</p> <p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>• <b>MW to add Unreasonable Complaints Policy to the next CIP meeting agenda.</b></li> </ul>	
6.0	<b>Future items for CIP to review.</b>	
6.1	<p>MW informed the panel that the following items need to be reviewed and will be added to Agendas for September &amp; October 2024</p> <ul style="list-style-type: none"> <li>• Unreasonable Complaints Policy</li> <li>• Gas safety video viewing</li> <li>• Homelessness/temporary accommodation</li> <li>• Community Chest Review Update</li> <li>• Schedule Specification for Renewal of the Grounds Maintenance Contract</li> <li>• Tree Management Policy</li> <li>• Review Strategic Construction Partnership Letters (SCP)</li> <li>• Review Stage 1 &amp; 2 response letters to customers</li> <li>• Customer Offer Document</li> <li>• Customer Engagement Strategy</li> <li>• Annual Report</li> </ul>	
7.0	<b>CIP meeting dates - 2024</b>	
7.1	<p>LT asked the whole team to agree on future dates for CIP, the below dates and venues where agreed: -</p> <ul style="list-style-type: none"> <li>• Thursday 12 September at Merry Hill Office 10:00 -14:30</li> <li>• Thursday 10 October at Merry Hill Office 10:00 - 14:00</li> <li>• Thursday 12 December at Merry Hill Office 10:00 – 14:30</li> </ul>	LT

<b>8.0</b>	<b>A.O.B</b>	
<b>8.1</b>	LT requested that the planned visit to Tarmac Road to be in place by the end of September 2024.	
<b>8.2</b>	CIP TOR to be reviewed and amended regarding members attendance.	
<b>8.3</b>	LT requested the panel is informed beforehand who will be attending meetings.	
<b>8.4</b>	LT raised internal communication regarding responses to emails. Examples given - Board Panel recruitment and GNA, as she had not received a reply.	
	<b>Actions:</b> <ul style="list-style-type: none"> <li>• <b>MW to arrange visit to Tarmac Road prior to 30.09.2024.</b></li> <li>• <b>MW to review the TOR.</b></li> <li>• <b>MW noted and apologised for not informing the panel that KF &amp; EB would be attending. Agenda planning to be discussed and agreed by the group in advance of meetings, to include details of all attendees.</b></li> <li>• <b>MW informed LT that the email re GNA was responded to from AB via MW.</b></li> <li>• <b>MW would pass on LT concerns with regards to the Board Panel Recruitment email and not receiving a reply.</b></li> </ul>	