

## Meeting minutes

**Meeting:** Customer Involvement Panel (CIP)

**Date:** 08 January 2026

**Venue:** Wednesfield Boardroom

**Time:** 10:00 - 14:00

### Customer Involvement Panel Members in attendance:

Louise Talbot (LT)	-	CIP Tenant Member – Chair
Amen Amiebenomo (AA)	-	CIP Tenant Member
Gemma Taylor (GT)	-	CIP Tenant Member
Richard Hall (RH)	-	CIP Leaseholder Member

### Wolverhampton Homes Staff in attendance:

Andrew Finch	-	Customer Experience Manager
Andrew Nicholls	-	Asbestos and Projects Manager
Belinda Mulloy	-	Customer Experience Manager
Charlotte Palmer Hollinshead	-	Communications and Engagement BP
Ian Gardner	-	Director of Property Services
Joanne Leighton	-	Contract Monitoring Assistant
Jon Cooper	-	Head of Housing Solutions and Sustainment
Kyran Evans	-	Healthy Homes Advisor
Pete Richardson	-	Property Supervisor
Sian Winchcombe	-	Business Partner - Learning and
Organisational Development (Observer)		
Katie Dugmore (KD)	-	CIP Support

<b>1.0</b>	<b>Apologies and Introductions</b>	
1.1	<ul style="list-style-type: none"><li>- Mike Modeksky</li><li>- Sandra Roe</li><li>- Theresa Phillips</li></ul>	
1.2	Panel confirmed they have a separate WhatsApp group which is now active for communication.	
<b>2.0</b>	<b>Minutes of the previous meeting – 11 December 2025</b>	
2.1	The minutes of the previous meeting were agreed as an accurate record.	

<p>3.0</p> <p>3.1</p> <p>3.2</p> <p>3.3</p> <p>3.4</p> <p>3.5</p>	<p><b>Charlotte Palmer Hollinshead – Communications and Engagement Business Partner</b></p> <p>Introduction from CPH on engagement role and planned activity.</p> <p><b>Key priorities:</b></p> <ul style="list-style-type: none"> <li>- Improve engagement impact by focusing on outcomes.</li> <li>- Compliance with consumer standards</li> <li>- Focus on hard-to-reach groups using data-driven approaches.</li> </ul> <p><b>Panel feedback:</b></p> <ul style="list-style-type: none"> <li>- GT requested stronger engagement between the Resident Engagement Team and CIP.</li> <li>- Confirmation of REO team resources and allocated areas.</li> </ul> <p><b>Work planning:</b></p> <ul style="list-style-type: none"> <li>- Reviewing engagement forms post-events to measure impact.</li> <li>- Exploring timings and alternative engagement formats based on customer feedback.</li> <li>- May 2026 meeting - Engagement plan to be presented.</li> </ul> <p><b>Tenant Satisfaction Measures (TSMs):</b></p> <ul style="list-style-type: none"> <li>- Q3 results received; quarterly breakdown expected by March 2026.</li> </ul>	
<p>4.0</p> <p>4.1</p> <p>4.2</p> <p>4.3</p> <p>4.4</p>	<p><b>Andrew Finch – Customer Experience Manager</b></p> <p>AF presented the new complaints process video developed with CIP input.</p> <p><b>Panel Feedback:</b></p> <ul style="list-style-type: none"> <li>- Voiceover - suggested using a warmer, empathetic tone or a real staff voice for relatability.</li> <li>- Accessibility improvements required before publishing (e.g. subtitles, clear visuals).</li> </ul> <p><b>Next Steps:</b></p> <ul style="list-style-type: none"> <li>- Video to be uploaded to CIP Teams channel for wider feedback by: Wednesday 14 January 2026 (midday).</li> </ul> <p><b>Additional Updates:</b></p> <ul style="list-style-type: none"> <li>- AF confirmed that “First Point of Contact Resolved” is now tracked as part of complaints data.</li> <li>- Triaging improvements introduced in September 2025 have shown positive impact.</li> <li>- March 2026 meeting - Complaints comparison data to be presented.</li> </ul>	

<p>5.0</p> <p>5.1</p> <p>5.2</p> <p>5.2.1</p> <p>5.2.2</p> <p>5.2.3</p> <p>5.2.4</p>	<p><b>Andrew Nicholls – Asbestos and Projects Manager</b></p> <p><b>Staff Present for This Item:</b></p> <ul style="list-style-type: none"> <li>- Andrew Nicholls – Asbestos &amp; Projects Manager</li> <li>- Belinda Mulloy – Customer Experience Manager</li> <li>- Pete Richardson – Property Supervisor</li> <li>- Joanne Leighton – Contract Monitoring Assistant</li> <li>- Kyran Evans – Healthy Homes Advisor</li> </ul> <p>AN introduced the new Damp, Mould &amp; Condensation (DMC) triaging process. Refer to presentation.</p> <p><b>Presentation Highlights:</b></p> <p><b>Video Triaging Process:</b></p> <ul style="list-style-type: none"> <li>- Where possible, customers receive a video call before a home visit, allowing specialists to visually assess issues remotely.</li> <li>- Healthy Homes Advisors can take screenshots during calls, annotate problem areas, and share these with customers for clarity.</li> <li>- A triage form is completed during the call, detailing household makeup, age profile, and environmental factors.</li> <li>- Customers receive a copy of the completed form, including notes and screenshots, improving transparency.</li> </ul> <p><b>Benefits:</b></p> <ul style="list-style-type: none"> <li>- Reduces unnecessary visits and speeds up diagnosis.</li> <li>- Improves accuracy in identifying root causes (e.g. ventilation issues, environmental factors).</li> <li>- Supports early intervention and better resource allocation.</li> </ul> <p><b>Performance Data:</b></p> <ul style="list-style-type: none"> <li>- Initial results show improved first-time fixes and reduced repeat visits.</li> <li>- Collaboration with Healthy Homes Advisors has strengthened customer support.</li> </ul> <p><b>Panel Questions &amp; Feedback:</b></p> <ul style="list-style-type: none"> <li>- RH – can leaseholders access the service; AN confirmed they can submit requests, though not via My Account.</li> <li>- GT - queried data on completed video triages; AN to provide figures once available.</li> <li>- LT – query in relation to hoarding and mental health cases; AN confirmed these are flagged via SIRI for additional support.</li> <li>- General discussion on mould spray effectiveness and fan upgrades; AN confirmed ongoing improvements, including external wall installations.</li> </ul>	
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<p><b>6.0</b></p> <p>6.1</p> <p>6.2</p> <p>6.3</p> <p>6.4</p>	<p><b>Jon Cooper – Head of Housing Solution and Sustainment</b></p> <p><b>Discussion Overview:</b>  JC – presented the applicant preparation letter (line by line review) including further detail on:</p> <ul style="list-style-type: none"> <li>- The importance of this for customers who may be offered a home in the future.</li> <li>- The reasoning behind each section and what information is included (e.g. banding, responsibilities, benefit considerations).</li> <li>- How the letter aims to prepare applicants for tenancy and set expectations early.</li> </ul> <p><b>Panel Review:</b></p> <ul style="list-style-type: none"> <li>- Further scrutiny of the letter was undertaken including the content and context of the letter, focusing on tone, clarity, and layout.</li> </ul> <p><b>Key Feedback from Panel:</b>  To ensure the provision of relevant information does not feel overwhelming / formal suggestions were put forward by panel members as follows:</p> <ul style="list-style-type: none"> <li>- Break content into clear sections and bullet points for easier reading.</li> <li>- Remove unnecessary details (e.g. “rent off first” sticker).</li> <li>- Add a contact section at the bottom for queries.</li> <li>- Improve visual design with colour and modern formatting.</li> <li>- Clarify benefit-related information and avoid duplication.</li> <li>- Consider names detailed within the letter e.g. Chief Executive as it may mislead customers into thinking this is the contact person.</li> </ul> <p><b>Response:</b></p> <ul style="list-style-type: none"> <li>- Confirmed that all information is included to ensure customers have everything in one place but acknowledged the need for clearer presentation.</li> <li>- Agreed to review layout and tone with the Communications Team and return with an updated version.</li> </ul>	
<p><b>7.0</b></p> <p>7.1</p>	<p><b>Ian Gardner – Director of Property Services</b></p> <p><b>Discussion Overview:</b></p> <ul style="list-style-type: none"> <li>- The panel had been sent the recently revised Repairs Policy prior to the meeting for review.</li> <li>- IG explained that the current update only includes minor amendments, primarily to ensure terminology and language align with recent legislative changes, such as Awaab’s Law and new safety standards.</li> <li>- Clarification given that this was not a full rewrite, but a necessary update to keep the policy compliant and consistent with regulatory requirements.</li> </ul>	

7.2	<p><b>Panel Feedback:</b> The panel shared suggestions for improvement to be considered including:</p> <ul style="list-style-type: none"> <li>- Clarifying responsibilities for communal areas.</li> <li>- Reviewing fencing and boundary guidance.</li> </ul> <p>Feedback was welcomed but noted that a comprehensive rewrite of the Repairs Policy is planned for April 2027, at which point input from the panel will be crucial. Reassurance was given that the panel comments provided today will be considered, with a full opportunity to input to the full review of the policy in 2027.</p>	
8.0	<p><b>Any other Business</b></p> <p>8.1 <b>Induction Discussion:</b> Sian Winchcombe asked members for their thoughts on what they would like to see in the induction pack for new CIP members with initial panel thoughts shared as follows:</p> <p>8.2 <b>Key Ideas for CIP Induction:</b></p> <p>8.2.1 <b>Expectations:</b></p> <ul style="list-style-type: none"> <li>- What is expected of panel members.</li> <li>- Time commitments involved.</li> </ul> <p>8.2.2 <b>Understanding CIP Meetings:</b></p> <ul style="list-style-type: none"> <li>- What a meeting looks like.</li> <li>- Complaints process – what happens and what to do with them.</li> </ul> <p>8.2.3 <b>Support &amp; Guidance:</b></p> <ul style="list-style-type: none"> <li>- Mentor or buddy system (written expectations and a go-to person).</li> <li>- TPAS induction and resources (potential involvement from Kevin).</li> </ul> <p>8.2.4 <b>Practical Knowledge:</b></p> <ul style="list-style-type: none"> <li>- Tour of offices.</li> <li>- Overview of operational roles (how staff get their jobs).</li> <li>- Time in different teams (Homes Direct, Tarmac process, Voids, Lettings).</li> <li>- Potential for shadowing (e.g., Repairs team).</li> </ul> <p>8.2.5 <b>Training:</b></p> <ul style="list-style-type: none"> <li>- In-house training and e-learning modules.</li> <li>- Use of iPads and digital tools.</li> </ul>	

8.2.6	<b>Tenant Satisfaction Measures (TSMs):</b> - What they are and how they drive actions.	
8.2.7	<b>Induction for staff:</b> - Consider how CIP fits into wider WH induction.	
9.0	<b>Date of the next meeting</b>	
9.1	- Thursday 12 March 2026 @ 10:00hrs - Wednesfield Office Board Room	

<b>Actions</b>	<b>Responsible</b>	<b>By when</b>
Complaints video - upload to CIP channel for feedback by Wednesday 14 Jan 2026.	KD	Completed
Engagement Plan – May 2026 meeting.	CPH	May 2026
Complaints triaging data and comparison figures to be shared – March 2026 meeting.	AF	March 2026
DMC triaging performance data to be provided via Teams channel.	AN	February 2026
Housing Application registration letter to be revised based on CIP feedback.	JC	Future CIP session
Draft induction framework based on panel ideas.	SW / KD	July 2026

