

# Meeting minutes

**Meeting:** Customer Involvement Panel Meeting  
**Date:** Thursday 11<sup>th</sup> April 2024  
**Venue:** Wednesfield Boardroom  
**Time:** 10.00 – 1.00

## CIP members in attendance

Louise Talbot (LT)	-	Tenant Member (Chair)
Gemma Taylor (GT)	-	Tenant Member
Juliet Logan (JL)	-	Tenant Member

## Wolverhampton Homes staff in attendance

Mandy Woolley (MW)	-	Customer Involvement and Community Engagement Business Partner.
Charlotte Palmer-Hollinshead (CPH)	-	Communications Business Partner.
Frank Dalton		Contracts Manager Gas
Mark Langford		Property Supervisor Gas
Nick Lacey		Building Safety Manager

<b>1.0</b>	<b>Apologies</b>	
1.1	<ul style="list-style-type: none"> <li>Irene Cheshire - Tenant Member</li> <li>Alzie Logan – Tenant Member</li> <li>Ivor Richards – Tenant Member</li> <li>Mathew Tschubenko – Chair</li> </ul>	
<b>2.0</b>	<b>Introduction</b>	<b>LT</b>
2.1	LT opened the meeting and asked if everyone had read the minutes and agreed they were a true reflection of the last meeting.	
2.2	Everyone agreed the minutes of the last meeting.	
2.3	LT informed the group that MT had resigned from position as Chair and resigned from the group with the hope of returning in 6 months' time.	
2.4	Everyone wished MT well and look forward to seeing him when he re-joins.	
2.5	FD, ML & NL all introduced themselves.	

<b>3.0</b>	<b>FD &amp; ML – Gas Service</b>	<b>FD/ML</b>
<b>3.1</b>	FD gave a presentation on Gas Safety – WH journey (see attached document).	
3.2	ML discussed the procedure of the actual gas safety check.	
3.3	<p>Questions from panel members –</p> <p>Are we asking if there is an issue with radiators, are we bleeding radiators</p> <p>Are we asking if shoe covers are required and always using dustsheets</p> <p>Condense filters are not being emptied</p> <p>Panel member never had flue checked in loft</p> <p>Can we get the gas service process on the back of the letter?</p> <p>Comms out to tenants on what to expect, can we do a video of the process similar to Fire Safety?</p> <p>If most of our boilers are Worcester Bosch, could we not have parts in stock instead of waiting for weeks for parts to be ordered? (FD stated engineers should have most parts on the van)</p>	
3.4	LT & GT experience re gas service has not been a positive one, however JL praised the team and has never had any issues.	
3.5	<b>Action – FD ML to attend next CIP meeting 16 May to answer above questions and suggestions.</b>	
<b>4.0</b>	<b>NL – Fire Safety</b>	
4.1	NL shared the fire safe video for High Rise, CIP where impressed.	
4.2	NL gave the panel an overview of his role, his team and general fire safe issues.	
4.3	NL briefly discussed the current working document “Resident Engagement Strategy”. It was agreed this needed further discussion therefore a separate meeting was agreed, 23 April 2024.	
4.4	LT asked if we do fire drills in high rise blocks, NL stated we have done some mock drills, but not done a full drill, this was something he was looking into.	
4.5	LT asked about sprinklers in general housing stock, NL informed the group that the new bungalows that are due to be built at Lincoln Green will all have sprinklers, due to the property type and possibility of vulnerable customers.	

<b>5.0</b>	<b>Shaun Aldis</b>	<b>SA</b>
5.1	SA joined the group and expressed sincere thanks from SMT for their involvement and continued commitment to WH.	
5.2	SA stated the group were helping WH to shift to another level. He sees the group as WH's critical friend, our mystery shoppers.	
5.3	SA gave the panel some current statistics around end of year performance from all teams within WH.	
5.4	SA also discussed the WH App and how this is making changes and will continue to shape our services.	
5.5	SA praised income management & money smart for their achievements.	
5.6	GT congratulated WH on end of year figures.	
5.7	SA suggested future ways CIP can support the business, looking at our suppliers, mystery shoppers on cleaning of communal areas, Q&A with SMT/SLT, choosing garage door colours and CIP to attend when WH are considering new products.	
5.8	GT & LT both stated that WH contractors were poor, Morgan & Bond & Tony Davis were both mentioned.	
	<b>Action – MW to arrange SMT &amp; SLT Q&amp;A session.</b>	
<b>6.0</b>	<b>ID Badge's</b>	<b>MW</b>
6.1	MW issued the panel their ID badges.	
<b>7.0</b>	<b>Code of Conduct (COC) &amp; Good Neighbour Agreement (GNA)</b>	<b>LT</b>
7.1	LT confirmed that Ivor has been sent a hard copy of the COC and has not given any further feedback therefore the panel members agree with the current COC.	
7.2	LT requested the GNA be discussed at a future meeting.	
	<b>Action – MW to arrange separate meeting with Angela Barns &amp; Stephen Perry to discuss the GNA</b>	

	<p><b>A.O.B</b></p> <p>LT &amp; GT questioned the role of the Tenant &amp; Leaseholder Officer. MW explained their role, however MW stressed there are current changes within the Tenancy Management Team.</p> <p><b>Recruitment to CIP</b> – CPH asked the panel some questions (see below) to be used on social media for recruiting. CPH will also film panel members also for recruiting new CIP members.</p> <ul style="list-style-type: none"> <li>• What motivated you to join the panel?</li> <li>• What do you value about being a part of the panel?</li> <li>• What have you achieved or progressed as a panel, or what do you hope to achieve/progress?</li> <li>• What would you say to encourage someone who's thinking about joining the panel?</li> </ul> <p>Panel recruitment to be an agenda item on 16 May 2024.</p>	
	<p><b>Date of next meeting</b> – 16 May 2024 10-1 Wednesfield Meeting Room 2, MW booked room and invites have been sent.</p>	