



**Customer Working Group Meeting
Meeting held on Thursday 20th March 2025 at 6pm
at Knowes Housing Association's Office**

In Attendance:

Members

Audrey McKie
Rhona Polak

Staff

Amy Sweeney	Corporate Services/Compliance Officer
Graham Burns	Property Officer
Yvonne Sweeney	Administrative Assistant (Temporary)

Meeting Topic:

The group met at Knowes Housing Associations office at 6pm on 20th March 2025.

The group were advised that the focus of the meeting would be to review x2 policies – Void Management and Allocations.

Surveys

- Amy advised of a higher response to the Customer Satisfaction Survey.
- Amy advised that there was no response to the Christmas Card competition in the Winter newsletter despite a prize of £50 being on offer. The Group suggested involving local schools, the White Church after school club, the local library (which opens 2-5pm weekdays).
- It was suggested that a colouring in sheet for younger and a word search for older participants might be best.

Knowes HA Annual Bus Trip

- Amy informed the group of the success of the 2024 Bus Trip visit to Stirling. The venue for 2025 is to be decided although Yvonne advised that she had costed a trip to Kelpies and Falkirk Wheel, with a lunch included.

Void Management Policy review

- Photos were shown to the group, before and after, of a property where the tenant had moved out. Extensive works were required in the house and significant spend to bring the property back to a liveable standard.
- The group suggested that the monetary value of the void return incentive should be increased from £100. They also suggested an End of Tenancy pack should be issued on inspection by Maintenance Officer and might include cleaning supplies.
- The group suggested that all rooms are stripped and emulsioned in a neutral colour to give the new tenant a blank canvas to work with. There is a current decoration allowance of £225 which equates to £45 per room. Graham advised that the cost to carry this work out would be excess of the allowance. The group then suggested that Knowes HA upload 'how to paint' and 'how to wallpaper' videos to our social media page.

Allocations Policy Review

- Amy advised that there are currently in excess of 750 applicants on the waiting list and confirmed priority is still on a points basis.
- The group suggested that applicants were met in person, and it be explained to them how their points have been allocated.
- The group noticed 'x2 section 10's' – this will be amended at review.

Swallow Road Grass Area/Play Area

- The group discussed the open area behind Swallow Road and asked if residents could be given a say for best use of the area.

New Position

- A member of the group also suggested the potential for a community officer to focus solely on engaging with the Faifley community. Amy advised that we have Fiona Campbell x2 days per week (shared with Clydebank HA and Dalmuir Park HA). Fiona can meet with tenant's, assist with foodbank referral and utility vouchers.

A.O.B

- The group suggested that information on the importance of ventilating the property to prevent damp be highlighted on the Organisation's web page/social media. Yvonne advised this was done regularly along with other safety information.

- The group mentioned the anti-social behaviour of cannabis smoking becoming a real issue both inside and outside out properties. Yvonne advised that an article is being placed in the Spring newsletter advising tenants to report this to Police Scotland.
- The group asked were Knowes HA still buying properties – Amy advised that this was ongoing.
- The group were asked 'why don't people participate' – one of the things mentioned was the office answerphone message which states an appointment should be made before coming into the office. Amy will review this. The group also proposed 'customer/staff walkarounds' to perhaps review dog fouling situation or management of neighbourhood.
- Amy asked if the group thought that a weekly drop-in would be advantageous, where staff would be in the office to help with any queries. The group suggested this may work better on a monthly basis – Amy will review this with staff at the next staff meeting.
- The group raised the potential issues around bins being moved to 3 weekly collections. The group want Knowes to use Facebook to promote re-cycling and to take hints and tips from WDC webpage. The mention of cost for garden bin permit was mentioned also.
- The group asked if the Repairs Survey could be amended to allow compliments for good service. Currently, the customer can only note issues/bad service. Amy/Graham to review.

Meeting concluded 8.30pm, no date confirmed for next meeting.