Customer Engagement Group Meeting

held on Thursday 29th January at 5pm

at Knowes Housing Association's office

Minutes

Attendees: Audrey McKie

Mary Campbell

In Attendance: Amy Sweeney   CSCO

Melanie Gilmour   CSCA

Peter French   HOPS

Agenda Item	Notes	Action Points
1.	**Introduction** Peter French (Head of Property Services) introduced himself to the group as this was his first time attending a Customer Engagement Group meeting.	

2.	**Minutes from the previous meeting.** No amendments to the previous meeting minutes were suggested.	
3. 3.1	**Updates** **Responses from the Customer Engagement Group Survey** A document highlighting the responses from the CEG Survey were provided for the members to read and comment on. Melanie explained that there was only one response in which we were quite disappointed by. Melanie asked the members if they look at our Website and Social Media platforms to get an idea of whether our customers can see what we post online. One member highlighted that they actively look whereas the other does not use social media and sees the Newsletter as the source of important information. One CEG member suggested contacting Flourishing Faifley as their Easter event is coming up, and Knowes could benefit from any social media posts they do on the run-up to that to increase engagement. The CEG members mentioned that the Faifley Church have "Street Guy Volunteers" who chat to individuals local to the Faifley area who may require extra help and support and mentioned this might be a good way to get involved with tenants. In terms of the responses from the CEG survey, one issue that was highlighted was a recent social media post about Gas Engineer call-outs. Peter French explained that this was perhaps not worded correctly, and will be updated so that customers know exactly what they must do.	Melanie to include information about the Customer Engagement Group in the Spring Newsletter to ensure all customers are aware of it and to improve engagement. Facebook post to be updated.
3.2	**Common Housing Application Form** Amy explained that the Common Housing Application Form has been implemented by West Dunbartonshire Council, and allows applicants to apply to all RSLs and the Local Authority at one time. This was relevant to one CEG member who has recently applied to move home.	

	The group believed that the Common Form was perhaps done the wrong way round, and it would be better if applicants could apply directly to the RSL or local authority they wish to become a tenant of.	
4.	**Energy Efficiency** Peter explained to the group that we won't be able to fit gas boilers at some point soon, and instead, will be installing what is likely to be heat pumps. Peter asked the group what the best way to explain this to our customers would be. One member suggested highlighting this at the AGM. It was noted that there is generally around 30 attendees and so discussing it at the AGM would not reach enough people. Another member suggested waiting until there is a timeline in place to allow tenants the opportunity to create a plan in advance of the systems being installed.	
5.	**Introducing AI for Customer Support** Amy asked the group what specific services might benefit from the implementation of AI. One member shared that they believe AI is a great administrative tool. Discussion arose around the potential use of Maintenance Officers using an AI software to record their discussions on site visits to then use this to create their notes to send over for installation. The members agreed this would be a great use of the software, only if the Maintenance Officers were able to get a signed consent form by being open about the use of AI with customers first, and only going through with it once this consent form is signed.	

	The meeting finished at 5:50pm and all other items will be carried over to the next Customer Engagement Group Meeting. 6. Improvements to the Customer Experience – what changes do you recommend? 7. Improvements to the Faifley area – i.e. murals and spare land. 8. Any other business.	