



Minutes of Meeting held on 15/10/2025
Customer Working Group
Meeting held on 9th October 2025 at 6pm
at Knowes Housing Association's office

Attendees: Audrey McKie
 Mary Campbell
 Rhona Polak

In Attendance: Amy Sweeney Corporate Services / Compliance Officer
 Melanie Gilmour Corporate Services / Compliance Assistant

Agenda Item	Notes	Action Points
1.	<p><u>Introductions</u></p> <p>The attendees introduced themselves.</p> <p>Melanie (CSCA) introduced herself and explained this was her first Customer Working Group as she is a new member of staff.</p>	
2.	<p><u>Updates on previous meeting</u></p> <p>Amy explained that the Christmas Competition will be included within the Winter Newsletter.</p> <p>Amy informed the attendees that the location of the Annual Bus Trip this year was Largs. It was noted that it was a successful trip. One of the</p>	<p>The Corporate Services Team to ensure this is included within the</p>

	<p>Customer Working Group members attended and noted it was a great day out, with a particular highlight being the afternoon tea.</p> <p>Amy updated the Customer Working Group that a new void management policy has been implemented.</p> <p>A member of the Customer Working Group asked in what circumstance we would contact our Community Support Officer. Amy explained that the CSO may be contacted in an instance where a tenant requires something to help heat their home, for instance.</p> <p>Amy explained that Knowes are still buying back properties.</p> <p>Amy updated the group that Repairs Surveys have been amended and that customers can now leave positive comments.</p>	<p>Winter Newsletter.</p>
<p>3.</p>	<p><u>Annual Assurance Survey 2025</u></p> <p>Amy discussed the feedback received in this year's Annual Assurance Survey.</p> <p>Amy explained that there were 145 responses, which is a massive increase from responses last year. This is due to the convenience of Microsoft Dynamics. A member mentioned this was easier for them to complete on their phone whilst having a break.</p> <p>The Customer Working Group provided some valuable feedback which will help the implementation of the survey in future years. These points are as follows:</p> <ul style="list-style-type: none"> - Updating the question which included Value for Money. The group mentioned that this should always be separate, and the question itself is too lengthy. Going forward, it would be good to break it down and allow for a comments section so that customers have the chance to let us know exactly what area they disagree with. - Updating the question surrounding complaints. Making this more specific so that customers understand exactly what they are answering. - Updating the Health and Safety question. Members were unsure what this referred to and suggested that updating this to be more specific would help customers answer truly and fairly. 	<p>Corporate Services Team to update the survey in advance of next year.</p>
<p>4.</p>	<p><u>Customer Care Policy Review</u></p> <p>The group reviewed the policy and provided valuable feedback with areas to update. These amendments are particularly around wording.</p>	<p>Corporate Services Team to update policy.</p>

5.

Any other business

AI

Amy asked the group their thoughts on AI and whether they think it would be useful to have a chatbot on our website. The group agreed this could be useful to have.

Website

A member of the group mentioned that they could only add one photo onto the Knowes' app when reporting a repair.

The group advised they like seeing updates on the noticeboard and mentioned it would be good to update this as often as possible.

Rent Increase Consultation

Amy asked the group how they would like to be informed about the rent increase. The group advised that they would appreciate Knowes' to continue doing what they're doing, inviting tenants in to discuss their concerns, as this is the right thing to do.