



**Customer Engagement Group Meeting
held on Wednesday the 8th of July at 5:30pm
at Knowes Housing Association's office**

Minutes

Attendees:



In Attendance: Amy Sweeney CSCO
 Melanie Gilmour CSCA

Agenda Item	Notes	Action Points
1.	<u>Minutes from the previous meeting</u> There were no comments on the minutes from the previous meeting	
2.	<u>ARC Results</u> Amy explained the ARC findings to the group, who were provided with a copy of the benchmarking data alongside local Housing Providers. - Amy discussed the landscaping issues around the area which was the result of a changeover of contractor. Both attendees noted that they had not particularly noticed any issues.	

	- Amy highlighted that KHA tend to score lower on the opportunity to participate question, despite the Association providing many chances to participate in decision making. - It was noted that low scores can come from a variety of reasons, including ASB issues	
3.	<u>Annual Assurance Statement</u> 3.1 Policy Review Amy explained the Annual Assurance Statement Policy that the Corporate Services team are working on at present. The group commented that the policy was extensive and looked to cover various points, providing the Board with plenty of assurance. 3.2 Short Life Working Group Amy asked if any of the attendees would like to attend a Short Life Working Group meeting where the evidence would be presented to both the attendees and the Board. No one volunteered but suggested they would attend if they were free on the date.	
4.	<u>Satisfaction Surveys</u> The group were presented with the tenant and owner-occupier satisfaction surveys, at their draft form, for review and comments. <u>Tenant survey</u> The group noted that at question 18, the Instagram account should be added. The group also noted that regarding question 33, a full list of what common close cleaning service does could be shared with tenants, perhaps in a future newsletter. The group noted that some of the equalities questions were quite strange, to which Amy highlighted that we are required to ask these questions as part of the ARC reporting. <u>Owners survey</u>	

	The only comment on the owners survey was to suggest the addition of a open ended “any other comments” question, allowing individuals to leave positive feedback.	
5.	<u>Any other business</u> There was no other business to discuss, and the meeting came to a close at 6:20pm.	