Customer Engagement Group Meeting

held on Wednesday the 6th of May at 5pm

at Knowes Housing Association's office

Minutes

Attendees: [redacted]

In Attendance: Amy Sweeney CSCO
Melanie Gilmour CSCA

Agenda Item	Notes	Action Points
1.	**Introduction** Amy thanked the members for taking the time to attend the meeting.	
2.	**Minutes from the previous meeting** The previous minutes were discussed, and Amy updated Members on the progress of earlier actions and discussions. There were a few comments regarding the minutes from the previous meeting which included the following: - How we can improve customer engagement: the attendees suggested taking the word "meeting" out of	When promoting the CEG, promote it as a drop-in session or open hour to

	the Customer Engagement Group "meeting". This is because including "meeting" makes it sound rather formal, to which the attendees agreed that these meetings are informal and a safe space for discussion. They suggested changing this with "drop-in session" or "open hour". Amy and Melanie thanked the attendees for this suggestion and will take this on-board for future reference.	attract more attendees.
3.	**<u>The Scottish Housing Regulator's Engagement Plan</u>** Amy presented the attendees with the SHR's Engagement Plan and explained the contents of the report. One of the attendees questioned whether there was any response from the person that carried out the Individual Governance Review ([redacted]) to which Amy responded that [redacted] found areas for improvement, but no areas of material non-compliance. Amy further explained that the SHR have the authority to overrule what the Independent Governance Review concluded, and they have given Knowes the non-compliant status. Amy explained that a lot of work is being put in by the CEO and the Board to regain the compliance status as soon as possible. Amy then asked if any of the attendees had already heard about the engagement with the SHR or saw this on our website. One of the members had heard through previous discussions. A question was then asked about how long Knowes have to regain the compliant status. Amy explained that there is no timescale-however as soon as possible is preferred by the Governing Body. Amy then explained that a Governance Improvement Action Plan had been put in place which includes points raised from the Governance Review, and some that were highlighted within the SHR's Engagement Letter. Amy explained that most of these points had been actioned, with others awaiting approval from our Board. An attendee highlighted the importance of trying to increase customer engagement. The attendee went on to mention that the customers of the organisation are pleased with the service they receive and are assured that their repairs are done on time and to a good standard. Amy then provided the group with a chance to ask any further questions to which they did not have any, however asked for an update at the next meeting.	Provide update on SHR engagement plan at the next meeting.

4.	**Complaints Handling** Amy firstly asked the attendees if they are aware how they can make a complaint and whether they feel confident that this would be handled well to which the attendees confirmed they are confident in this. Amy then provided the attendees with a copy of Knowes' Complaints Handling Procedure for them to review and provide comments on. Amy then explained this procedure to the attendees and noted a section called "You Said, We Did" is now included in our newsletter to highlight learning outcomes for the Association from upheld complaints. The attendees were happy with the complaints procedure and particularly liked the list on what you can and cannot complain about. They suggested that this be added to the next newsletter. Amy then explained how some individuals are now using AI to write their complaints which is making them more complex and detailed to decipher and respond to. For the next meeting, Amy suggested bringing along some anonymised complaints to show the attendees what they tend to include, and how we would respond to them.	Include information on complaints in the next newsletter. Bring anonymised complaints to next meeting.
5.	**The ARC** Amy explained to the attendees that every Housing Association is required to submit their Annual Return on the Charter to the SHR by the end of May each year. She advised that Knowes are awaiting an independent audit of this information before it is submitted, and that more information can be provided once the ARC has been approved and submitted.	To be carried over to next meeting for discussion.
6.	**Rent Increase 2026-2027** The results from the 2026-2027 rent survey were provided for the group for information purposes to obtain their thoughts on the responses. The attendees were impressed with the level of response via the Microsoft Dynamics survey, sent via email. They were also pleased to see that most tenants agreed with the rent increase and that the majority agreed that their rent would be affordable with the increase implemented. Although the majority agreed, there were some respondents who did not agree with the proposed rent increase. The attendees commented on this by saying that most tenants accept their rent must increase annually.	Look into hosting more than 1 rent

	Amy went on to explain that the rent increase is considered properly by the Board as they are very aware of the cost-of-living crisis. An attendee suggested hosting more than one rent consultation in the office to try and get more people attending.	consultation in the office.
	The meeting then concluded at 6:40pm and Melanie will contact the attendees in a couple of weeks to arrange the next session.	