



Customer Steering Group

Date: 26th August 2026

Location: Hybrid – The Factory and Online

Chair: Chris George (CG)

Present: Aasia Nisar (AN), Lorraine Mealings (LM), Chris Shaw (CS), Sarah Wallis (SW), Mike Knowles (MK), Vicky Gladden (VG), Amanda Catlin (AC), Jenny, John, Nick, Dan, Matt.

In Attendance: Martin Wimbleton (*Minute-Taker*)

ITEM NUMBER	DESCRIPTION	ACTION
1.	Apologies Apologies were received on behalf of Danny and Bex	
2.	Approval of Previous Meeting's Minutes & Actions Previous minutes were approved. Aasia Nasir to be added to Members Present at last meeting.	
3.	Governance, New Board Structure & Customer Voice - Customer Involvement Structure document was circulated. - Board Away Day will have 2 customer representatives for the whole day to contribute. - Steering groups, house meetings and complaints are reviewed and reported to the Board. - New Committee is Customer and Service related, with some customer representatives sitting on the committee and chaired by AN. Nick appreciated having the extended time at the Board away day and splitting the 2 meetings into 2 groups of customers to attend. CS stated that adding some more CSG meetings. John stated he would like to be involved with Finance committee. - Consistency was highlighted as important by the group and having the same customers attending the committee meetings. John appreciated the documents circulated for the meeting and how well written they were. LM then stated that committee documents are published 7 days before for reading. AN stated that as it is a new committee this is a good time to agree a structure with the customer steering group that works for them. - Feedback forms all include a way to get involved with customer scrutiny. - Some form of remuneration for attending, training time. - No agreement on recruitment for the role and what the role entails. - Nominations for 2 customers to attend the board away day in October. - Proposal to be brought to the next meeting.	
4.	CSG Development and Training - Customer Engagement Training Structure document was reviewed. CS stated that some of the BCHA induction or Learning systems would be open to customers. CS would like a whole day for training and induction and would book in something.	
5.	Housing Team Update ASB Board Report was taken to show the ASB journey and how the action plan	

	is progressing. • ASB specialist has been recruited and supplies support and training to the housing team and build networks within areas and including the police. • ASB case management system update is ongoing to match the current needs. • ASB exit surveys are being completed and reviewed, and if any of these customers want to take part in scrutiny. Income Management • Procedures have been reviewed, and a focus has been on standardizing the way the tenancy team works. Training was given to housing officers for income management. • LP stated that extensive training and support is given to housing officers. • Housing officers review all customers in their patch weekly or fortnightly to check for arrears or missed payments and from this begin the processes. • LP stated that engagement and communication is key to each arrears case and offer any support that is needed from housing officers. • Dan asked about a customer portal for checking rent and arrears and this is a complicated issue with rent due and benefit dates not aligning. • LP will come with example letters and procedures for review at the next meeting. • SW stated that a capacity review was completed and that there is reassurance that there is still capacity in the housing role after the transformation. Mutual Exchange Policy • AC summarized the Policy document. • This was advertised in the latest Tenant Talk magazine, but all agreed this needed more promotion. • This is limited to local authorities and housing providers but not private accommodation. • Jenny stated that she had to ring her housing officer to get guidance. • Dan asked what kind of checks happen before a swap is agreed and AC responded that there is a checklist and references from current housing provider before approval gets signed off.	
6.	Customer Insight and Performance Reporting • Annual document was circulated with action plan included for review. • CS stated that house meetings do not always reflect the report figures as good news doesn't need to be brought to meetings by customers.	
7.	Service Charge Scrutiny Project • Scrutiny Process has been finalised and trialed with the service charge group. • Having a record of meetings, decisions and actions is crucial from the training on scrutiny attended by Nick.	
8.	Community and Engagement Updates • 10th September in Swanage a pop-up trial that will be attended by the housing team for customers to come and talk Identity Project • The Beacon, Plymouth - 2nd September 2026 [In person] 10:00 - 11:30 • The Beacon, Plymouth - 2nd September 2026 [In person] 12:00 - 13:30 • Exeter, Exeter - 3rd September [In person] 10:00 - 11:30 Venue TBC • Exeter, Exeter - 3rd September [In person] 12:00-13:30 Venue TBC • CityGate Church, Bournemouth - 9th September [In person] 10:00-11:30 • CityGate Church, Bournemouth - 9th September [In person] 12:00 - 13:30 • Packs for house meetings, 1:1's and online.	

9.	Communications Update • Customer Award to recognise people who are helping as a proposal.	
10.	Any Other Business • No matters raised.	
11.	Items for Next Meeting Date of Next Meeting: 9 th October 2026 • Strategic Planning 27/28 Workshop • Housing Transformation Review	