

Customer Steering Group

Date: Monday, 6th October 2025

Time: 11:00 AM

Location: Factory Poole, United Kingdom (Hybrid – in-person and online)

Chair: Laura, Director of Transformation

Present: Laura, Chris, Matt, John, Lorraine, Nick, Jenni, Dan (remote) Mike (Remote)
Rob (remote)

Apologies: Bex

Note: This meeting is scheduled as part of the Bournemouth Reference Panel. Members of the Customer Steering Group have also been invited to join the discussion in preparation for a joint meeting with the BCHA Board on **Friday, 10th October 2025**.

Agenda

1. Welcome and Introductions

- Opening remarks from Laura

2. Check-In

- **Nick** raised ongoing concerns about the bin store at his property and described a distressing incident over the previous weekend, where a neighbour discovered that a rat had entered his kitchen via the roof. The situation was extremely upsetting and was made more difficult by language barriers when attempting to report the issue out of hours, compounded by a lack of response.

This incident highlights how unresolved issues—such as previous concerns about the bin store and communication challenges during out-of-hours reporting—can escalate.

Action: The specific issue will be raised with the Repairs team, and plans are in place to hold a customer meeting at the service, with Tenancy Officers attending to accelerate resolution.

- **Jenni** described concerns she had previously raised regarding silverfish in her property. Although a specialist pest control officer had attended, the officer expressed concern that BCHA was not following their advice, which could result in the issue recurring.

Action: This issue will be raised with the Repairs team to ensure appropriate follow-up and implementation of pest control recommendations.

- **Rob** highlighted that house meetings at the service level were under-attended. The group discussed this ongoing challenge and noted that attendance by BCHA colleagues made a positive difference, giving customers confidence that the meetings were being taken seriously.
- **Notable mention:** Sam (Head of Change) attended a recent meeting, and his presence was especially appreciated by customers.
- **Action:** The issue of meeting attendance will form the basis of a future discussion to explore ways to improve engagement at service level and the importance of local colleague and tenancy officer involvement

3. Feedback on Regulator's Judgement

Lorraine informed the Customer Steering Group that the Regulator of Social Housing (RSH) has announced BCHA's latest compliance gradings:

- **Consumer Standards: C2**
- **Governance: G1**
- **Financial Viability: V2**

She highlighted that these positive gradings reflect the hard work and commitment of BCHA colleagues and Board Members. Lorraine thanked the Customer Steering Group for their involvement in the inspection process and their ongoing contributions.

Areas identified for improvement under consumer standards include enhancing tenant scrutiny, anti-social behaviour reporting, and complaints management.

Action: see point 4.1 below

4. Preparation for BCHA Board Meeting – 10th October 2025

4.1 Improvement Plan for Consumer Standards

Laura facilitated a discussion on customers' experience of the Regulator's visit and shared suggestions on how to embed clearer tenant scrutiny opportunities within customer engagement and organisational performance monitoring. She presented a paper outlining several options for consideration. This was an initial discussion to introduce the ideas to the Customer Steering Group ahead of a planned meeting with the Board on 10th October.

Action: Customers to review the options and bring ideas and suggestions to the meeting on 10th October.

4.2 Strategic Plan Review and Priorities for Next Year

As part of the 10th October meeting, customers will also be involved in reviewing the past year and planning for the year ahead, ensuring that priorities align with BCHA's overall strategic plan. Laura emphasised BCHA's commitment to involving customers at this level of planning and reminded the group that their inclusion is a key part of the strategy, contributing to performance planning and evaluation.

Action: Customer Steering Group members are encouraged to actively participate in the meeting on 10th October.

6. Meeting Close and Next Steps

- Repairs team to follow up on bin store and pest control issues.
- Future discussion planned on improving house meeting attendance.
- Customers to prepare input for the 10th October Board meeting, focusing on:
 - Tenant scrutiny improvements
 - Strategic planning priorities

Next meeting confirmed:

Next Meeting (Customer Steering group meet with Board)

Date: Friday 10th October 2025

Time: 12: Midday

Location: Factory Poole, United Kingdom (Hybrid – in-person and online)