



Customer Forum Meeting Summary Notes

Meeting date: 27th January 2021

New Chair and Vice-Chair Elected

A New Chair and Vice chair were elected. Louise Nulty was elected as the new Chair of Customer Forum. Linda McKeivitt was elected as Vice-Chair. Colleagues and members of the forum are looking forward to working closely with Louise and Linda to ensure customers are at the heart of everything we do, and their voice is heard in our decision making.

MyHaltonHome Update

Head of Brand and Reputation, Hannah Back provided an update on the new customer area called 'MyHaltonHome'. Packed with all the usual features such as request a repair, check rent balance and report ASB, this new and improved area is customer's one-stop shop for managing all their tenancy needs.

ASB Local Offer

Neighbourhood Manager, Amanda Hogarty advised that there were no changes to the ASB Local Offer but provided an update on the overall service.

Customer Engagement Local Officer

Debbie Jameson, Customer Engagement Officer provided an update on the changes made to the Customer Engagement Local Offer. Changes that have been made include:

- We will provide the opportunity for regular online digital information sessions with all our customers. We will follow up and act on any issues/information raised and provide regular feedback on how we have dealt with this to improve both our neighborhood's and our performance
- Provide a variety of ways in which our customers can get involved and have their say. These include surveys, street representatives, Focus Groups, Customer Champions, and Tenant and Resident Associations
- We will carry out 24 walkabouts a year to cover our neighbourhoods.
- Further information regarding complaints can be found online or by speaking to a staff member.

New government social housing White Paper update

Andy Williams, Head of Customers provided an insight to the new government White Paper. He highlighted what each chapter means for customers and the way Halton Housing works.

- To be safe in your home
- To know your landlord is performing
- To have your complaints dealt with promptly and fairly
- To be treated with respect backed by a strong consumer regulator for tenants
- To have your voice heard
- To have a good quality home and neighborhood to live in
- To be supported to take your first step to home ownership

Key messages from the paper are:

- Ensure complaints are dealt within the code and meet the regulators requirements.
- Evidencing our customer voice and provide opportunities for them to do this.
- Allowing customers, the opportunity to scrutiny our performance through panels such as the Forum.
- Enabling people into home ownership and offer new shared ownerships an option.

Date of next meeting: 31st March 2021