



Minutes of Customer Liaison Committee Meeting held on Tuesday 3 February 2026 at 5.15pm, in person.

Present:

Carmen McCormack (CMcC) – Member Responsible for Complaints (MRC)

Sonia Kelly (SK)

Tracey McLaughlin (TML)

Ilyas Lunat (IL) – Board member

QUORATE REQUIRED 3

Apologies Ann Evans (AE)

In attendance: Angela Aldis (AA), Operations Manager

- 1 **Welcome and Introductions.**
CMcC welcomed everyone to the meeting.
- 2 **Apologies**
See above.
- 3 **Code of Conduct and Confidentiality and Minutes of Previous Meeting**
CMcC reminded all about the code of conduct and that anything discussed within the meeting must remain confidential. AA had circulated the revised Terms and Conditions and the revised Code of Conduct. **Members were happy to change the name of the meeting to Residents Liaison Committee and agreed amendments to the Code of Contact and Terms of Reference, subject to Board approval.**
4. **Minutes of last meeting**
Members all agreed with the minutes and made no amendments. CMcC as chair signed off the minutes.
- 5 **Hard Targets for Resident Engagement**
AA asked residents what targets they would like HHA to meet to encourage and support greater and more meaningful resident engagement. **Members felt it was difficult to set hard targets but suggested increasing CLC membership from areas not represented such as new build schemes, at least 1 in the year and to hold 4 tenant engagement events each year in various locations.**
- 6 **Performance Reports - Verbal**
- 6.1 AA took members through the performance for HHA as presented to the Board in January 2026 on Q3 performance.

AA confirmed all properties have an in date LGSR and 100% compliant. In respect of Electrical Certificates, the members were advised that 1 property has not allowed entry due to her mental health struggles, but we were working with her to arrange access. **Addendum: Access achieved**

and all works completed. Residents thanked the Association for dealing with her sympathetically.

Arrears – Members were advised that at the period end performance was outside target of £20,000 at £21,982. AA summarized performance by saying there were 3 accounts in debt of £1000 or more. All had actions taken and the Income Officer tries to maximize income through UC direct payments. A NISP is served to those in more than 6 weeks arrears to ensure payments are maintained. All accounts are monitored weekly and contact is maintained to ensure payments are made. The first account in high arrears is in receipt of full UC and making payments to reduce. The second account is a shared ownership property on sale and account will clear on sale. The final account has a NISP, payment from UC and is making regular top up payments.

Members support the work that the Income Officer did and noted that arrears are being controlled. It was encouraging that payments and agreements were being made to help those who were struggling.

Repairs – AA reminded members that performance in the quarter were changed to reflect the TSM way of reporting, so green and amber jobs were placed together, and coded non-emergency and emergency jobs remained. There has been a general improvement in repairs performance which is encouraging. AA advised that emergency jobs stand at 100%. Non-Emergency jobs have improved in the quarter to 97%. AA advised that if the number of jobs delayed fitting in with residents wishes were classed as in time, then performance would be 99.5%. **Members noted the TSM position and felt fitting in with the resident wishes was an important customer service element.**

Voids – AA advised members that there had been 11 relets in the quarter. New lets account for 5 of these (new build properties). The average relet time in the quarter is 9 days. Of the 6 remaining voids 4 had first offers refused due to location and type of property. Of the 2 remaining voids, one had insulation works to bring the property up to EPC C, new kitchen and bathroom installed which delayed re letting until all works completed and the other property was a Refuge void and a suitable applicant took 19 days to find as no nominations were received from NYC. **Members noted the performance with no further comments.**

AST conversions - CMcC advised she had signed off 20 conversions none with issues and credit on rent accounts and a visit had preceded the conversion authorisation. **Members noted the conversions.**

Complaints – AA advised that in the quarter we had not received a complaint. AA advised members that 2-service request were received in the quarter around SureServe the gas contractor. Repairs following breakdowns were delayed due to Christmas period and also one boiler had different parts fail. This did cause residents some frustration and this will be picked up in the monthly contract meetings with the contractor.

CMcC remarked on the age of boiler, and these were now failing, but being repaired. CMC asked that these should be considered for replacement. AA said she would look into the boiler requests and get back to her. **Members noted the comments made by the Chair. Addendum AA has provided a response to CMcM and boilers that are 15years plus are being replaced.**

Customer Satisfaction – Back Checks – AA advised the following outcomes of back checks. Performance achieved was 64% in quarter 3 against a target of 50%. Although some reductions in satisfaction were noted, there was no significant issues identified. AA confirmed that following an action on the Customer Satisfaction Survey Action plan to add a question of “*Were you kept informed*” this has now been included in the back check surveys. From this new question it was found that 100% of residents confirmed they had been kept informed. The new question will now be added to the Operational Report to Board. **Members noted the satisfaction results. No further comments.**

Helping Hand Fund Update – AA provided members with a quick update of the funding the Association has provided to customers. **Members were happy to see how the fund was making a difference to resident’s lives.**

Write Off – AA advised members that all write offs presented were debts that were either uneconomical to chase or were outside the 6-year limitation. **Members noted this and approved the write offs – signed by CMcC comments.**

7 **Customer Satisfaction Action Plan Update**

7.1 Members were updated on the action and that a new CSS would go out in July/ August 2026. **Members noted the dates**

8.0 **Void Standards**

8.1 Members discussed how the standard within voids could be improved that will be able to sustain tenancies longer. Members discussed what they felt would make a difference. They felt that the Association should tackle the quality of the product offered and add items that meet modern standards. They highlighted that making available usb points in sockets as a good idea and replacements of kitchens and bathrooms, decorating difficult areas in a home would help new residents too. **Members comments will be added to Void standards.**

10.0 **AOB**
None

11.0 **Dates of Next Meetings**

- 14 April 2026
- 11 August 2026
- 7 October 2026 – Resident Conference
- 10 November 2026
- 2 February 2027
- 6 April 2027