



## Customer scrutiny team business meeting minutes

Wednesday 4 February 2026 10.30 – 13.00

Selwood Housing office, Bryer Ash business park

### Members present:

Sandie Smith (SS)  
Roy Derrick (RD)  
Asma Bakali-Laughton (ABL)  
Stuart Booth-Roderick (SBR)  
Hazel Brooks (HB)  
David Tarsnane (DT)  
Jenni Jones (JJ)  
Merfyn Jones (MJ)

### In attendance:

Laura Pictor (LP)  
Jasmine Dickson (JD)  
Paul Walsh (PW)  
Frances Ginn (FG)

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| 1. | <u>Welcome, apologies and Q3 business meeting minutes</u><br>SS welcomed all in attendance and welcomed back HB to the team. SS noted MF sent her apologies for this meeting.<br>All members in attendance approved last quarter's minutes with no further comment. | SS |
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| 2. | <p><u>Together with Tenants</u></p> <p>The team monitor and assess our progress on the Together with Tenants action plan. It is updated quarterly and published on the Selwood Housing website under the 'Together with tenants' webpage, this includes comments from the customer scrutiny team.</p> <p>SBR praised the effective handling of communicating to customers about Awaab's Law and the resignation of Selwood Housing's CEO.</p> <p>RD raised concerns about the accessibility of informative documents such as financial reports for customers on Selwood Housing's website. The team discussed possible solutions, including adding a dedicated tab or page for reports and statistics, to make such information more accessible without cluttering the homepage.</p> <p>Mary Firth was absent from the meeting but kindly put forward questions ahead of time about the updates under the 'Quality' commitment. She asked whether a contractor has been appointed to carry out the remedial work on the known defective cavity wall insulation in customers' homes and how the progress on the Social Housing Carbon Fun project is published externally.</p> <p>ABL asked for an update on the second phase of the equality, diversity and inclusion (EDI) project. LP explained the nature of the project and the plans for the second phase which aims to collate data on how customer-facing teams adapt services to meet the needs of customers with protected characteristics. She explained the difficulties we face in capturing this data and how the transition to our new housing management system will help.</p> <p>In the last business meeting the team asked for an update on the progress of the new process for Awaab's Law. RD relayed the update given in the action plan, noting the cases were caused largely due to heating failures. He asked for an update on how many have since been resolved and the timescale involved.</p> | Scrutiny Team |
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| 3. | <p><u>Customer satisfaction dashboard</u></p> <p>The team reviewed the customer satisfaction dashboard which covers the latest tenant satisfaction measures and customer service feedback.</p> <p>SBR suggested adding a target line to the satisfaction graphs for easier benchmarking.</p> <p>The team requested updates on Housemark peer comparison figures in their quarterly business meetings.</p>   | JD |
| 4. | <p><u>Executive business update</u></p> <p>The financial plan for the next three years is being reviewed by the executive team. This will benefit our plans for planned programmes over the coming years and allows more certainty for our customers knowing plans are in place.</p> <p>Performance data for the 2025-2026 financial year is currently being reviewed. Figures show we are in the top quartile against our peers and overall doing well.</p> <p>Interviews for Selwood Housing's chief executive officer position took place in February and the successful candidate will be announced in the coming weeks.</p> <p>Recruitment for two customer board member positions began in February with taster sessions planned for March. Interviews are planned for April.</p> | PW |
| 5. | <p><u>Development programme</u></p> <p>PW provided a detailed explanation about the responsibilities of shared ownership properties for repairs, warranty coverage, management fees and the financial support available from Selwood Housing.</p>   | PW |

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|    | <p>PW gave an extensive update on Selwood Housing's development plans including delivery targets, recent and upcoming schemes and the criteria for selecting development sites.</p> <ul style="list-style-type: none"> <li>- Target is to deliver 1700 homes by 2033</li> <li>- Factors affecting progress with current homes being built include supply chain issues</li> <li>- Current and upcoming schemes showed a mix of tenures and how we are meeting the acute housing need.</li> </ul>   |    |
| 6. | <p><u>Filming for customer scrutiny team</u></p> <p>FG relayed to the team about plans to create a short film showcasing the customer scrutiny team for a Selwood Housing staff event. It will promote the work these volunteers carry out and highlight the positive impact they provide to our services. FG to send proposed dates for filming to the team in the coming month.</p>   | FG |
| 7. | <p><u>AOB</u></p> <ul style="list-style-type: none"> <li>- SS reminded all members of the team to regularly check their emails at least twice a week to ensure good communication within the team.</li> <li>- LP invited members of the team to a customer drop-in session planned in April to talk about their experience being part of the customer scrutiny team.</li> <li>- The team finalised plans for drafting their report for the Voids review and submitting it to the head of service by Wednesday 11 February. LP to coordinate a meeting with Darren (head of service) for Tuesday 17 February. The customer scrutiny team will be presenting their report to the board of directors in March 2026.</li> </ul> <p>The next business meeting is scheduled for Wednesday 22 April 2026 10.30 - 13.00 at Selwood Housing office, Bryer Ash business park.</p> | SS |