



Customer Scrutiny team business meeting minutes

Wednesday 22 April 10:30 – 13:00

Selwood Housing office, Bryer Ash business park

Members in attendance:

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)
Mary Firth (MF)

In attendance:

Laura Pictor (LP)
Jasmine Dickson (JD)
Claire Williams (CW)
Jamie Cullen (JC)
Joe Frost (JF)
Mark Mayler (MM)

1.	<u>Introductions, apologies and review Q4 25-26 meeting minutes</u>	SS
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	SS welcomed all in attendance, and shared apologies from Hannah (Selwood Housing board member) who is hoping to attend the next business meeting in July. All members in attendance gave their approval of the last quarter's business meeting minutes with no further comment.	
2.	<u>Chair and vice chair election</u> After considering confidentiality and fairness, the group agreed to a transparent raise-of-hands vote during the meeting, of which Sandie Smith and Roy Derrick were unanimously voted to remain as chairperson and vice chairperson. SBR formally proposed that they remain in these roles for a minimum of one more year, to be reviewed in 12 months. The proposal was unanimously accepted with no objections, and the process was confirmed as compliant with group terms.	
3.	<u>Together with tenants</u> 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; this includes comments from the customer scrutiny team. LP provided the team with updates on their outstanding comments from the quarter 3 action plan and gave her apologies for an outstanding update on the quarter 4 action plan. MJ highlighted the importance of staff and contractors displaying visible identification when visiting customers, which was confirmed as part of the code of conduct. The group discussed practicalities and the need for reassurance for customers.	LP

	RD queried how many customers applied for the customer board vacancies. LP explained our customers were invited to participate in taster sessions held in March to learn more about being a board member; across the two sessions we had 29 customers attend. 18 customers have applied for the positions and interviews are due to take place end of April 2026. This is a significant change in interest compared to previous years. ABL expressed positive feedback about the taster sessions, describing them as 'very informative' and 'interesting'. LP shared she has had two customers show an interest in the customer scrutiny team since attending the taster sessions. RD raised the need for clearer renewal dates and explanations of acronyms. HB requested less housing jargon is used in the action plan and seconded RD's request for explanation of acronyms. HB highlighted the delivery of planned works on domestic roofs not meeting the intended full year target.	
4.	<u>Caretaking (general needs) review update</u> CW and JC presented updates on the caretaking team's integration, digitalisation of cleaning schedules, waste management initiatives, equipment upgrades, and the move towards more sustainable cleaning products. CW explained the integration of the general needs and the sheltered housing teams has caused challenges due to sick leave absences and new staff members, therefore causing a delay in the implementation of planned improvements. Key updates: • Improving customer communication by issuing 'meet the team' posters in communal areas about the caretakers and their contact details • The investment into new cleaning equipment including carpet cleaners and leaf blowers	CW and JC

	• The progress into replacing cleaning products which are more sustainable and using less harsher chemicals The customer scrutiny team to continue to monitor the progress of the action plan and invite CW to share an update in the October 2026 business meeting.	
5.	<u>Customer satisfaction update</u> JF from the business performance and insight team presented a detailed look at the performance figures for 2025-2026 using data acquired from the customer satisfaction platform (Rant & Rave) and the tenant satisfaction measures (TSM) results. MF requested a training session on TSMs to inform the team on data collection methods and how the results inform service improvement plans.	JF
6.	<u>New Selwood Housing chief executive</u> It was announced in February 2026 that Mark Mayler was appointed the new chief executive for Selwood Housing and will be stepping into the role from 1 June 2026. MM addressed the group by giving a brief overview of his plans, emphasising the importance for keeping stability and continuity. He expressed that Selwood Housing does not stand still, but no fundamental changes need to be made. He shared that he is currently conducting meetings with managers and visiting teams to understand operational challenges and gather feedback on how the executive team can support them.	MM