



**Notes from Customer Working Group Meeting
Held on Tuesday, 22nd March 2022 at 4pm
at 10 Field Road**

Present: Audrey McKie
Mary Campbell

In Attendance: Sandra McPhee, Corporate Services Compliance Officer

1. Introduction

Sandra introduced herself and provided a background to the meetings and what tenant scrutiny is.

2. What is Tenant Scrutiny?

Sandra gave a presentation to the group advising the requirements by the Scottish Government, Scottish Housing Regulator and the Scottish Social Housing Charter that each organisation has a group set up that scrutinises the policies and service areas of the organisation to ensure the organisation is meeting its requirements as per the Housing Charter.

It is also to ensure that the organisation is being always open and transparent with their customers.

Sandra advised that the Group is independent from the Management Committee of the Organisation but that she will report back to the Management Committee any findings from the group on the particular topics discussed.

3. Topics for Future Meetings

For future meetings various areas of services will be looked at making sure we provide the best possible services to all our customer.

For the next meeting of the Group, Sandra suggested looking at the results of the Customer Satisfaction Survey which has just been completed and also the Business Objectives of the organisation.

The group agreed that these would be the topics for the first meeting.

4. Meeting Schedule

Discussion took place with the group of how often they would like to have the meetings. Either, monthly, every 2 months or quarterly.

It was felt that it would be better for the meetings to be quarterly and on Thursday which would suit all members better.

Sandra advised that she would prepare a schedule of meetings for the group with topics to be discussed.

5. Date of Next Meeting

Thursday, 21st April 2022 at 4pm in Knowes HA office at 10 Field Road.