Customer Engagement Group Meeting held on Wednesday the 14th of October at 5:30pm at Knowes Housing Association's office

Minutes

Attendees: [redacted]

In Attendance: Amy Sweeney — Senior Corporate Services / Compliance Officer
Andy Douglas — Maintenance Officer
Melanie Gilmour — Corporate Services / Compliance Assistant

Agenda Item	Notes	Action Points
1.	**Minutes from the previous meeting held on the 8th of July 2026** The SCSCO went over the minutes of the previous meeting and asked if anyone had any comments or changes to make. There were no comments to changes suggested/ The SCSCO provided an updated to the group highlighting that the Annual Assurance Statement had been sent to the Scottish Housing Regulator (SHR) since the previous meeting.	
2.	**Awaab's Law (Andy Douglas, Maintenance Officer, in attendance)**	Include information surrounding the

	Andy Douglas, Knowes Housing Association's Maintenance Officer, kindly attended the Customer Engagement Group to discuss the new Awaab's Law which commenced on the 6th of October 2026. Andy provided an overview of the responsibilities of Knowes, as a Registered Social Landlord, to respond to and treat cases of Damp, Condensation and Mould given the implementation of Awaab's Law. He demonstrated how various tools, i.e. a humidity detector and a mould detector work. The group appreciated this demonstration and suggested that photos of these and details on how they work be included in the winter newsletter. They suggested that this will help tenants and residents understand what they are and why they are used. There was discussion surrounding tenants' bathrooms not having any windows and how this can contribute to the formation of mould. Andy explained that if a property's vent system is not working properly, he would encourage them to get in touch with the Association as soon as possible for this to be fixed. There was more discussion surrounding what can cause damp and mould including hot showers, drying clothes, especially on radiators, furniture and external damp environments, i.e. being situated at the bottom of a hill. There was comments made from individuals who have dehumidifiers in their homes which help massively. A question was raised about what the Association are doing when a tenant calls up with damp, mould or condensation issues. Andy explained that the Association will strive to treat the mould if possible, to do so, take photos, follow-up after 6-weeks to determine whether there has been more mould growth and if so, a more complex treatment plan would be put in place. One of which is hydrogen peroxide which comes in the form of a spray. Andy explained that the tenants would not be able to stay in the property when this treatment is being done as it's aim is to remove any mould spores from the air. Andy also explained the importance of taking important information from anyone that reports any mould issues, including any underlying health conditions that could be exacerbated from mould exposure. The group found the information provided by Andy insightful and suggested that the Corporate team continue to include information about reporting damp, mould and condensation in the newsletters going forward. The group then thanked Andy for his time and Andy left the meeting at 6:05pm.	instruments used to detect humidity and mould in the Winter Newsletter.
3.	**Customer Satisfaction Survey Results** Owner Survey	

	The SCSCO began by summarising the outcome of the Owners Satisfaction Survey results and highlighted that these results do not tend to be as good as the Tenant Satisfaction Survey results. A comment was made regarding the comments section and how owners could call up the Association to find out more information about their bill and to arrange a payment plan. An owner attended the meeting and stated that their invoices do state where their money is going. Tenant Survey Amy then summarised the outcomes of the Tenant Satisfaction Survey. [redacted]	
4.	**Rent Consultation** The SCSCO explained that it is getting to the time of the year where the rent consultation with tenants will be carried out shortly. The SCSCO explained that the increase is likely to be inflation plus a percentage again this year and asked for comments on this. A group member commented that the complaints surrounding rent increase are not particularly bad and stated that no one is ever going to be happy with their rent increases but in general, tenants accept and understand this. Another member commented that the Association might find a little more backlash this year with the gardening and bin issues, although noted that they are aware that the bin issues stem from WDC and not the Association. The SCSCO explained that we will do more than 1 rent consultation events in the office this year to try and capture as many individuals as possible and the group members suggested tying bingo games and handing out vouchers to attendees to try and increase attendance this year. The group members also suggested putting a notice in the Faifley Campus this year. The meeting then ended at 7:05pm.	