

**Customer Voice**  
**Quarterly Meeting Agenda**

**Date:**

Tuesday 1st September 2026

**Time:**

9:45am for a 10:00am start- 11:30am

**Chair:**

**[Customer Voice Chair]**

**In person:**

Gwithian, Coastline House, Barncoose

**Online:**

Please email [getinvolved@coastlinehousing.co.uk](mailto:getinvolved@coastlinehousing.co.uk) for a Microsoft Teams link if you would prefer to attend digitally

**Matters arising from Customer Voice Meeting- 20<sup>th</sup> May 2026**

| <b><i>We're listening and acting:</i></b>                                                                                                                                              |                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Continue to promote the Complaint Mentors scheme more widely and continue to monitor uptake.</b>                                                                                    | <b>ACTION ALL</b><br><b><i>Owner: [Customer Voice / Customer Experience Committee (CEC) liaison]</i></b><br><br>Update to be given in meeting. |
| <b>Arrange invitation for 6 July CEC meeting (10:00) and confirm attendance ([Customer] attending).</b>                                                                                | <b>ACTION [CEC Chair]</b><br><br>Action complete, [Customer] attended.                                                                         |
| <b>Continue to promote the Complaints Mentors scheme, including rollout of video and updated flyer.</b>                                                                                | <b>ACTION [Colleague]</b><br><br>Actioned. Increase in numbers of customers who have taken up offer as a result.                               |
| <b>Reshare existing Community Impact Funding guidance and develop improved guidance, including a flowchart for decision-makers.</b>                                                    | <b>ACTION [Colleague]</b><br><br>Actioned. Four new panel members for CIF decision making. Two represent the Homeless Service.                 |
| <b>Develop a simplified flowchart for applicants to clarify eligibility and process. Ensuring clarity on funding criteria, particularly regarding individual vs community benefit.</b> | <b>ACTION [Colleague]</b><br><br>Actioned and circulated to CIF panel members.                                                                 |
| <b>Promote the vacancy and expressions of interest for the CV Chair role and share with [Colleague].</b>                                                                               | <b>ACTION ALL</b><br><br>Complete. New Customer Voice Chair at September meeting.                                                              |

## Customer Voice (CV) Agenda Thursday 1<sup>st</sup> September 2026

|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                        |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| 10:00-10:10 | <b>Welcome, introductions &amp; apologies:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | [Customer Voice Chair] |
| 10:10-10:20 | <b>Customer Voice Meeting Minutes:</b> <ul style="list-style-type: none"> <li>Item for approval- minutes from meeting on 20<sup>th</sup> May 2026</li> <li>Actions from 20<sup>th</sup> May 2026</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | [Colleague]            |
| 10:20-10:30 | <b>Customer Experience Committee (CEC) Feedback:</b> <ul style="list-style-type: none"> <li>Updates from July 2026 CEC meeting</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | [CEC Chair]            |
| 10:30-10:50 | <b>Scrutiny:</b><br><br><b>In progress-</b> <ul style="list-style-type: none"> <li>Q2- Scrutiny- Vulnerability/EDI- calls</li> <li>Q2- Mystery Shop of Previous Review- Crisis Support Fund- scheduled for September</li> </ul> <b>Concluded-</b> <ul style="list-style-type: none"> <li>Q1- Mystery Shop of previous review- ASB Action Plans and Risk Assessments</li> <li>Q1- Scrutiny Review- Alternative Voucher Platforms</li> </ul> <b>Upcoming-</b><br>Scrutiny Reviews-<br>Q3- Awaab's Law D&M- volumes, responses- data mapping, repeat visits<br>Q4- OKED- alternative provision<br><br>Mystery shops of previous reviews-<br>Q3- Communication Relating to Complaints<br>Q4- Communication Relating to Planned Programmes | [Customer]             |
| 10:50-11:10 | <b>Customer Group updates and comments for CEC:</b> <ul style="list-style-type: none"> <li>Voids Inspectors</li> <li>Complaints Mentors</li> <li>Community Collaboration</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | [CV Group Leads]       |
| 11.10-11:30 | <b>Any other business:</b> <ul style="list-style-type: none"> <li>Group Code of Conduct Summary</li> <li>Community Impact Funding- update</li> <li>Coastline Community Awards- save the date &amp; nominations</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | [Customer Voice Chair] |
| 11:30       | <b>Meeting close:</b><br>Next Meeting: <ul style="list-style-type: none"> <li>Thursday 3rd December between 10:00am- 11:30am</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | [Customer Voice Chair] |

## Meeting Summary

September 2026

At this meeting, Customer Voice reviewed progress on actions from the previous meeting and discussed a range of customer engagement, scrutiny and service improvement activities. The group noted increased interest in the Complaints Mentor Scheme following additional promotion, reviewed progress on customer discounts and voucher options, and received an update on improvements to Community Impact Funding guidance and processes. The previous meeting minutes were approved.

The group received feedback from the Customer Experience Committee, including updates on customer engagement activities, completion of a communal area refurbishment project, and findings from a review of the Housing Perks scheme. Members also heard about ongoing work to improve anti-social behaviour information and communications, including making guidance easier for customers to access and understand.

An update was provided on current and upcoming scrutiny reviews and mystery shopping activities. This included work examining vulnerability and equality, diversity and inclusion customer calls, a planned review of the Crisis Support Fund, and future scrutiny of damp and mould services and responsive repairs. Members also discussed possible alternatives to the Housing Perks scheme and how any future approach should deliver clear value to customers.

Customer group updates included the ongoing work of the Voids Inspectors, who continue to inspect properties before they are re-let and are expanding their involvement to include new developments. The group also discussed the Complaints Mentor Scheme, customer feedback processes, and policy review work undertaken through community collaboration activities.

During any other business, members reviewed a simplified Customer Voice Code of Conduct summary, received updates on Community Impact Funding applications, and heard about the Coastline Community Awards and recruitment opportunities for customer involvement roles. The group also received an update on the Annual Engagement Impact Assessment and discussed work to improve understanding of environmental and sustainability activities.

The meeting concluded with a review of agreed actions and next steps for ongoing customer involvement and service improvement work