

AGENDA

Customer Services Subcommittee

Thursday 6th June 2024 10.00am -12.00 Noon

MS Teams / Atria Mount McKinley

Core Members	
Paul Hayward – Co-optee Board Member & Chair (PH)	Tom Forty – Director of Operations (TF)
Yordan Tolev – Tenant Board Member (YT)	Charlotte Burrows – Personal Assistant & Minute Taker (CB)
Richard Amos – Tenant Board Member (RA)	Mitch Allan – Assistant Director of Housing (MA)
Chris Thomas – Scrutiny Panel Chair (CT)	Ros Bridges – Corporate Director (RB)
Jenny Daisley – Client officer (Housing) (JD)	Steve Robinson – Board Member (SR)
Apologises	
Emma Jones - Customer Relationship Manager (EJ)	Julia Buckley – Board Member & Chair (JB)
Eleanor Rayers – Tenant Board Member (ER)	

Presenters	
Eve Blezard – HQN (EB)	Lynn Fonseca - Scrutiny Panel Vice Chair (LF)

Agenda Number	Item Title	Presenter	Report or Verbal	Decision or Discussion	Time
1.	Welcome and apologies	PH	Verbal	Discussion	10.00
2.	Declarations of Interest	PH	Verbal	Discussion	
3.	Minutes of Last Meeting	PH	Verbal	Discussion	10.05
4.	Operational Performance review	DM	Report	Discussion	10.15
5.	Voice of the Customer Report	RB	Verbal	Discussion	10.25

6.	Ombudsman Code Self-Assessment / Annual Review	RB	Report	Discussion	10.35
7.	Neighbourhood Management Update -Inspection Programme -Neighbourhood Plans -General Improvement Updates	MA	Report	Discussion	10.45
8.	Strategy Approval – - Customer Engagement - Customer - Neighbourhood and Community	TF/MA	Report	Decision	10.55
9.	Annual Report 2023/24	RB	Report	Discussion	11.05
10.	Scrutiny Review Report (1) Repairs and Maintenance	CT/EB/LF	Report	Discussion	11.15
11.	Operational Risk Register	TF	Report	Discussion	11.35
12.	Forward Plan Review	PH	Verbal	Discussion	11.45
13.	AOB	All	Verbal		11.55