

AGENDA

Customer Services Subcommittee

Monday 8th September 2025 – 10.00am-12.00pm
MS Teams ONLY

Core Members	
Paul Hayward (PH) Board Member and Chair	Irina Wood (IW) Board Member
Kathy Jones (KJ) Board Member	Richard Amos (RA) Tenant Board Member
Lynn Fonseca (LF) Tenant Board Member	Rebecca Willmott (RW) Tenant Board Member
Ros Jones (RJ) Corporate Director	James Wood (JW) Operations Director
Kate Barkley (KB) Head of People and Culture	Ruth Phillips (RP) Assistant Director of Customer and Community
Mitch Allan (MA) Assistant Director of Housing	Gemma Griffiths (GG) Interim Head of Finance
Jenny Daisley (JD) Shropshire Council	Nicky Richardson (NR) Chair of Customer Scrutiny Panel
Joanna Grivell (JG) Executive Assistant and Minute Taker	

Apologies	

Presenters	
Emma Jones (EJ) Customer Engagement Manager	

No.	Item	Who	Format	Decision or Discussion	Time
1.	Welcome, Apologies and Declarations of Interest	Chair	Verbal	Discussion	10.00
2.	Minutes of Last Meeting: 9th June 2025	Chair	Verbal	Discussion	10.05
3.	Operational Performance Review	RJ	Report	Discussion	10.15
4.	Customer Insight & Engagement Update	JW	Report	Discussion	10.25
5.	Operations Risk Register	JW	Report	Discussion	10.45

6.	Neighbourhood Management Report	RP	Report	Discussion	10.55
7.	Complaints – Annual Statutory Submissions for Approval	RP	Report	Discussion	11.05
8.	Big Check-In Feedback	RP/EJ	Report	Discussion	11.15
9.	Repairs, Maintenance & Voids Update	MA	Report	Discussion	11.20
10.	Changes to Tenancy Agreement – 52 Week Rent Charging Model & Service Charges	GG/KS	Report	Discussion	11.25
11.	Programme Strategy Update	RJ	Report	Discussion	11.30
12.	Annual Terms of Reference Review	RJ	Report	Decision	11.45
13.	Forward Plan Review	Chair	Verbal	Discussion	11.50
14.	AOB - Board Member Induction and Training	Chair EJ	Report/ Verbal Verbal	Discussion/ Decision Discussion	11.55