

## AGENDA

### Customer Services Subcommittee

**Monday 8<sup>th</sup> September 2025 – 10.00am-12.00pm**  
**MS Teams ONLY**

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

Apologies	

Presenters	
<b>Emma Jones (EJ)</b> Customer Engagement Manager	

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

6.	<b>Neighbourhood Management Report</b>	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	<b>Decision</b>	11.45
13.	<b>Forward Plan Review</b>	Chair	Verbal	Discussion	11.50
14.	<b>AOB</b>  - Board Member Induction and Training	Chair	Report/ Verbal	Discussion/ <b>Decision</b>	11.55
		EJ	Verbal	Discussion	