

AGENDA

Customer Services Subcommittee

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

| Core Members | |
|--|--|
| Paul Hayward (PH) Board Member and Chair | Becky Royle (BR) Board Member |
| Kathy Jones (KJ) Board Member | Richard Amos (RA) Tenant Board Member |
| Lynn Fonseca (LF) Tenant Board Member | Ros Jones (RJ) Corporate Director |
| James Wood (JW) Operations Director | Julie Brock (JB) Shropshire Council |
| Nicky Richardson (NR) Chair of Customer Scrutiny Panel | James McGlone (JM) Governance & Risk Manager |
| Joanna Grivell (JG) Executive Assistant and Minute Taker | |

| Apologies | |
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| Duncan Kerr (DK) Councillor Board Member | Ruth Phillips (RP) Assistant Director of Customer and Community |
| Jenny Daisley (JD) Shropshire Council | Rebecca Willmott (RW) Tenant Board Member |

| Presenters | |
|---|---|
| Dave Moran (DM) IT, Bus. Transformation & Performance Mgr | Emma Jones (EJ) Customer Engagement Manager |
| Rebecca Jones (ReJ) Complaints & Disrepair Manager | Kasim Riaz (KR) Head of Housing |
| Emily Parry (EP) Communications & Marketing Manager | Mara Hargreaves (MHa) Marketing Consultant |
| Gemma Griffiths (GG) Project Accountant | |

| 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: 8th September 2025 | Chair | Verbal | Discussion | 10.05 |

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|-----|---|--------|-------------------|---------------------------------|-------|
| 3. | Action Tracker Review | Chair | Verbal | Discussion | 10.10 |
| 4. | Operational Performance Review – P7/Q2 (To follow) | DM | Report | Discussion | 10.15 |
| 5. | CRM System Update | DM | Report | Discussion | 10.20 |
| 6. | Voice of the Customer | EJ/ReJ | Report | Discussion | 10.30 |
| 7. | Policies Update | RJ | Report | Discussion | 10.40 |
| 8. | Operations Risk Register | JW | Report | Discussion | 10.50 |
| 9. | Neighbourhood Management | KR | Report | Discussion | 11.00 |
| 10. | Tenancy Agreement Consultation Outcome | KR/GG | Report | Decision | 11.10 |
| 11. | Service Charges Update - Assisted Garden Scheme (To follow) | JW/GG | Report | Decision | 11.15 |
| 12. | Call Centre Review | MHa | Report | Discussion | 11.20 |
| 13. | Update on New Website | MHa | Report | Discussion | 11.30 |
| 14. | Marcomms Update | EP | Report | Discussion | 11.40 |
| 15. | Matters for Escalation - | All | Verbal | Discussion | 11.50 |
| 16. | Forward Plan Review | Chair | Verbal | Discussion | 11.55 |
| 17. | AOB | Chair | Report/ Verbal | Discussion/ Decision | 12.00 |