

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	
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

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