

AGENDA

Customer Services Subcommittee

Thursday 5th March 2026 – 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	Lynn Fonseca (LF) Tenant Board Member
Ros Jones (RJ) Corporate Director	James Wood (JW) Operations Director
Mick Cutler (MC) Head of Repairs and Maintenance	Gemma Griffiths (GG) Interim Head of Corporate Services
Jenny Daisley (JD) Shropshire Council	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	

Presenters	
Kasim Riaz (KR) Head of Housing	Dave Moran (DM) IT, Bus. Transformation & Performance Mgr
Emma Jones (EJ) Customer Engagement Manager	Alex Hawley (AH) Head of Sustainability and Compliance
Mara Hargreaves (MH) Marketing Consultant	

Apologies	
Duncan Kerr (DK) Councillor Board Member	Richard Amos (RA) Tenant Board Member

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 December 2025	Chair	Verbal	Discussion	10.05
3.	Action Tracker Review	Chair	Verbal	Discussion	10.10

4.	Policies Update	GG	Report	Discussion	10.25
5.	Operations Risk Register	JW	Report	Discussion	10.30
6.	Repairs, Maintenance and Voids Update	MC	Report	Discussion	10.40
7.	Neighbourhood Management	KR	Report	Discussion	10.50
8.	Scrutiny Panel Update	EJ	Report	Discussion	11.05
9.	Contact Centre Review Update	MH	Report	Discussion	11.20
10.	Maladministration Case Update	JW	Report	Discussion	11.25
11.	Aids and Adaptations Analysis and Policy	AH	Report	Discussion	11.30
12.	Matters for Escalation -	All	Verbal	Discussion	11.40
13.	Forward Plan Review	Chair	Verbal	Discussion	11.50
14.	AOB	Chair	Report/ Verbal	Discussion/ Decision	11.55