

AGENDA

Customer Services Subcommittee

Monday 8th June 2026 – 10.00am-12.00pm
MS Teams ONLY

Core Members	
Paul Hayward (PH) Board Member and Chair	Becky Royle (BR) Board Member
Duncan Kerr (DK) Councillor Board Member	Lynn Fonseca (LF) Tenant Board Member
Richard Amos (RA) Tenant Board Member	Ellen Ingman (EI) Tenant Board Member
Ros Jones (RJ) Corporate Director	James Wood (JW) Operations Director
Mick Cutler (MC) Head of Repairs and Maintenance	Gemma Griffiths (GG) Head of Corporate Services
James McGlone (JM) Governance & Risk Manager	Laura Fisher (LFI) Shropshire Council
Nicky Richardson (NR) Chair of Customer Scrutiny Panel	Joanna Grivell (JG) Executive Assistant and Minute Taker

Presenters	
Kasim Riaz (KR) Head of Housing	Dave Moran (DM) IT, Bus. Transformation & Performance Mgr
Alex Hawley (AH) Interim AD of Assets	Mara Hargreaves (MH) Marketing Consultant

Apologies	
Kathy Jones (KJ) Board Member	Julie Brock (JB) Shropshire Council

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: 5 March 2026	Chair	Verbal	Discussion	10.05
3.	Action Tracker Review	Chair	Verbal	Discussion	10.10
4.	Policies Update	GG	Report	Discussion	10.20

5.	Operational Performance KPIs	GG	Report	Discussion	10.30
6.	CRM System Update (6-Monthly Check-In After December Meeting)	GG	Report	Discussion	10.40
7.	Operations Risk Register	JW	Report	Discussion	10.50
8.	Repairs, Maintenance and Voids Update	MC	Report	Discussion	11.00
9.	Housing Update	KR	Report	Discussion	11.10
10.	Contact Centre Review Update	MH	Report	Discussion	11.20
11.	Aids and Adaptations Update	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