



AGENDA

Customer Services Subcommittee

Tuesday 10th Sept 2024 10.00am -12.00 Noon

MS Teams ONLY

Core Members	
Paul Hayward – Co-optee Board Member & Chair (PH)	Tom Forty – Director of Operations (TF)
Yordan Tolev – Tenant Board Member (YT)	Rosanna Davenport – Governance Manager & Minute Taker (RD)
Richard Amos – Tenant Board Member (RA)	Mitch Allan – Assistant Director of Housing (MA)
Lynn Fonseca – Tenant Board Member (LF)	Ros Bridges – Corporate Director (RB)
Jenny Daisley – Client officer (Housing) (JD)	
Apologises	

Presenters	
Emily Parry – Communications & Marketing Manager (EP)	Leela Cottey – Assistant Director of Assets (LC)

Agenda Number	Item Title	Presenter	Report or Verbal	Decision or Discussion	Time
1.	Welcome and apologies	PH	Verbal	Discussion	10.00
2.	Declarations of Interest	PH	Verbal	Discussion	
3.	Minutes of Last Meeting	PH	Verbal	Discussion	10.05
4.	Retirement of Chair and Appointment of new Chair	RD	Verbal	Discussion	10.15

5.	Operational Performance review	DM	Report	Discussion	10.25
6.	Voice of the Customer Report	RB	Report	Discussion	10.35
7.	Annual Report 2023/24 - Approval final version	RB/EP	Report (To follow)	Decision	10.45
8.	Operational Risk Register	TF	Report	Discussion	10.55
9.	Damp & Mould Update - Customer Focus on D&M service delivery	MA/LC	Report	Discussion	11.05
10.	Strategy Delivery Programme Update	RB	Report	Discussion	11.25
11.	Forward Plan Review	PH	Verbal	Discussion	11.35
12.	AOB	All	Verbal		11.45