

Customers & Communities Committee

Agenda 2026

To be held on: 9 July 2026
Venue: Virtual - MS Teams
Timing: 3.00pm – 5.00pm

ITEM	LEAD	ACTION	Minutes
1. Welcome			5
1.1 Welcome, Apologies & Quorum	Chair	Governance	
1.2 Declarations of Interest	Chair	Noting	
1.3 Forward Planner	Chair	Noting	
PART A – MEETING REPORTS			
2. Meeting Minutes, Matters Arising & Continuing			10
2.1 Committee – 7 May 2026	Chair	Ratification	
2.2 Action Tracker	Chair	Approval	
2.3 Committee Review Action Plan Update	Co Sec/ HCVI	Approval	
3. Spotlight Presentation for Discussion			
3.1 Customer Voice Strategy 2027-29 - Going from Good to Great	EDC/ HCVI	Discussion	30
4. Items For Approval			
4.1 Scrutiny Panel Update and Review – Neighbourhood Scheme Audits	HVCI	Approval	10
4.2 Key Performance Indicator (KPI) Performance Report to May 2026 (Q1)	EDC	Approval	10
4.3 Former Tenant Arrears (FTA) Write Offs	DN	Approval	5
5. Items for Assurance			
5.1 Customer Experience	DCE	Assurance	10
5.2 Customer Safety and Property	MDPS	Assurance	10
5.3 Neighbourhoods	DN	Assurance	10
5.4 Independent Living	DIL	Assurance	10
6. Any Other Business & Review of Meeting	Chair	Governance	5
7. Date of Next Meeting: Thursday 22 October 2026	Co Sec	Governance	

PART B - SUPPORTING DOCUMENTATION

5.3.1 – 5.3.3 Neighbourhoods Update
 5.4.1 - Independent Living Strategy Monitoring Report