



Tenants' Voice Committee Agenda

Tuesday 14 January 2025

1	Apologies for Absence	For information
2	Declarations of Interest	To declare
3	Minutes of meeting held on 12 November 2024	For approval
4	Matters Arising & Action Log	To note
5	Customer Repairs Workshop (Repairs Policy) To receive the presentation from the Executive Director of Homes	For discussion
6	Improvement Programme Works – forward work programme To receive the presentation from the Executive Director of Homes and Assistant Director of Assets	For discussion
7	Tenant Satisfaction Measures as part of the Customer Experience Strategy Report on latest Tenant Satisfaction Measures Workshop – What does excellent customer experience look like?	For Discussion
8	Response to changes to Tenants' Voice Committee	For discussion
9	Community Benefit Society update	For discussion
10	Review of Meeting The Chair to ask for feedback.	For discussion