



## Tenants' Voice Group Agenda

Tuesday 15 July 2025, 15:45-17:45

AGENDA ITEM		ACTION
1	<b>Apologies for Absence</b>	To declare
2	<b>Declarations of Interest</b>	To declare
3	<b>Minutes of meeting held 20 May 2025</b>	For approval
4	<b>Matters Arising &amp; Action Log</b>	To note
5	<b>Chief Executive and Chair of TRH Board report</b>	For discussion
6	<b>Update / Feedback from TPAS conference</b>	For discussion
7	<b>Member Responsible for Complaints and Tenants' Voice</b> (Verbal update from Member Responsible for Complaints about the role, workplan and link to Tenants' Voice Group and assurance around complaints.)	For discussion
8	<b>Tenants' Voice representative for Customer, Colleague and Culture Committee</b> (Agree and appoint a representative)	For discussion
9	<b>Quarterly complaints report and learning outcomes</b>	For discussion
10	<b>Housing Ombudsman Landlord Performance report</b>	For discussion
11	<b>Estate maintenance update</b>	For discussion
12	<b>Annual Review document feedback</b> (Sense check information and feedback from TV groups)	For discussion
13	<b>Response to changes top Tenants' Voice Group</b>	For discussion
14	<b>Review of Meeting</b> The Chair to ask for feedback.	For discussion