



## Tenants' Voice Committee Agenda

Tuesday 20 January 2026, 15:45-17:45

		<b>ACTION</b>
1.	<b>Apologies for Absence</b>	To Declare
2.	<b>Declarations of Interest</b>	To Declare
3.	<b>Minutes of the meeting held on 18 November 2026</b>	For approval
4.	<b>Matters Arising &amp; Action Log</b>	To Note
5.	<b>Chief Executive and Two Rivers Housing Board representative update</b> To receive a verbal update.	For Discussion
6.	<b>Tenants Influence of Two Rivers Housing decision making</b> To receive report from the Governance Manager	For Discussion
7.	<b>Preparedness for Regulatory Inspection</b> To receive a presentation from Campbell Tickell	For Discussion
8.	<b>Happiness Index Results</b> To receive presentation from the Chief Executive and Executive Director of People & Neighbourhoods	For Discussion
9.	<b>Quarterly complaints report and learning outcomes</b> To receive report from the Head of Customer Experience	For Discussion
10.	<b>Q3 TSM Results 25/26</b> To receive presentation from the Head of Customer Experience	For Discussion
11.	<b>Customer Performance KPIs</b> To receive presentation from the Executive Director of People & Neighbourhoods	For Discussion
12.	<b>Neighbourhood Housing Team update</b> To receive presentation from the Assistant Director of Neighbourhoods	For Discussion
13.	<b>Tenants' Voice Terms of Reference</b> To receive report from the Community Engagement Manager	For Approval
14.	<b>CCTV Upgrades 2026</b> To receive report from the Head of Safer Neighbourhoods	For Discussion
15.	<b>Feedback on TPAS Decent Homes Conference</b> To receive a verbal update from the Chair of the Tenants' Voice Group	For Information
16.	<b>Grounds Maintenance Update – Summer and Winter</b> To receive presentation from the Assistant Director of Repairs	For Discussion
17.	<b>Tenant Choice – Planned Maintenance Specification</b> To receive presentation from the Head of Assets	For Discussion

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18.	<b>Publication of Self-Assessments and Complaints Information on Two Rivers Housing website</b> To receive a verbal update from the Member Responsible for Complaints	For Discussion
19.	<b>Allocations Policy Review Scope</b> To receive a verbal update from the Task and Finish Group. Item presented by Tenants' Voice member Teresa Basher.	For Approval
20.	<b>Tenant Advocacy Role</b> To receive a verbal update from the Member Responsible for Complaints and member Teresa Basher.	For Discussion
21.	<b>TPAS Conference – Tenants' Voice Representation</b> The Chair to lead a discussion.	For Discussion
22.	<b>Tenants' Voice payment &amp; budget workshop</b> To receive the notes from the Workshop held on 15 January 2026	To Note
23.	<b>Review of Meeting &amp; items for escalation to Board/Committees</b> The Chair to ask for feedback.	For Discussion
24.	<b>Date of next meeting</b> Tuesday 17 March 2026 15:45-17:45 Council Chamber, Cinderford Town Council, Belle Vue Centre, Belle Vue Road, Cinderford, GL14 2AB	For information