



Tenants' Voice Committee Agenda

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

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

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