



Tenants' Voice Committee Agenda

Tuesday 18 November 2025, 15:45-17:45

| AGENDA ITEM | | ACTION |
|-------------|--|----------------|
| 1. | Apologies for Absence | To declare |
| 2. | Declarations of Interest | To declare |
| 3. | Minutes of the meeting held on 26 August 2025 | For approval |
| 4. | Matters Arising & Action Log | To note |
| 5. | Chief Executive and TRH Board representative update | For Discussion |
| 6. | Tenants Influence of TRH decision making To receive report from the Governance Manager | For Discussion |
| 7. | Preparedness for regulatory inspection To receive a presentation from Yvonne Leishman – TRH Group Board Member | For Discussion |
| 8. | Quarterly complaints report and learning outcomes To receive report from the Customer Experience Business Partners | For Discussion |
| 9. | Q2 TSM Results 25/26 including sector comparison To receive presentation from the Customer Experience Business Partners | For Discussion |
| 10. | ASB Policy To receive report from the Head of Safer Neighbourhoods | For Discussion |
| 11. | Compliance with Awaab's Law To receive report from the Assistant Director of Repairs | For Noting |
| 12. | Procurement and Value for Money Strategy To receive the report and presentations from the Deputy Chief Executive and the Head of Procurement | For Approval |
| 13. | Asset Management Strategy To receive an update from the Chief Executive and Executive Director of Homes | For Discussion |
| 14. | Review of Meeting & items for escalation to Board/Committees The Chair to ask for feedback. | For discussion |
| 15. | Date of the Next Meeting Tuesday 20 th January 2026, 15:45-17:45, Council Chamber, Cinderford Town Council, Belle Vue Centre, Belle Vue Road, Cinderford, GL14 2AB. | |