



Tenants' Voice Committee Agenda

Tuesday 26th May 2026, 16:15-18:15

Pre-meeting for Tenants' Voice Committee members only at 15:45-16:15

Agenda Items		ACTION
1.	Reappointment of TV members and Confirmation of Chair/Vice Chair Roles To confirm re-appointments.	Confirm
2.	Apologies for Absence	Declare
3.	Declarations of Interest Members and staff to declare any interest they may have in a matter to be discussed at the meeting. Members and staff are requested to identify the nature of such an interest as pecuniary, substantial personal or insignificant personal.	Declare
4.	Minutes To approve the minutes dated 17 March 2026	Approval
5.	Matters Arising Action Log To note the MAAL	Note
6.	Chief Executive & TRH Group Board representative Update To receive a verbal update on what's happening at Two Rivers	Discussion
7.	Tenants' Influence on Decision Making To receive report from the Governance Manager and Governance Assistant	Noting
8.	Quarterly Complaints Report including lessons learnt and improvement actions To receive report from the Head of Customer Experience	Noting
9.	Customer performance and satisfaction including TSM's and improvement actions (Q4 - 2025/26) To receive report from the Assistant Director of Neighbourhoods	Discussion
10.	Complaints & Compensation Policy To receive report from the Head of Customer Experience	Approval
11.	Callback Review Scope To receive report from the Community Engagement Manager	Approval
12.	Feedback from Neighbourhood Policy review sessions	Discussion
13.	Aids & Adaptations Policy To receive report and presentation from the Assistant Director of Assets	Recommendation
14.	SHDF Retrofit Works To receive presentation from the Decarbonisation Manager, which will cover a look back at 2025/2026 and a look forward into 2026/2027	Discussion
15.	No Access Incentivisation (SCS leaflet)	Approval

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	To receive report from the Assistant Director of Assets	
16.	Review of Meeting & items for escalation to Board/Committees The Chair to ask for feedback.	Discussion