

2nd July 2026, 11am-

1pm, Southway's office

Agenda

1. **Welcome and Introduction** (5 minutes)
2. **Approval of the last meeting notes of 23 April** (5 minutes)
3. **Code of Conduct – Katie Teasdale (Assistant Director - Customers and Communities)** (5 minutes)

We have developed the Customer Voice Framework which outlines how we will undertake customer engagement, including Service Influence Group. Katie will go through the code of conduct document with members. *Members are asked to act in line with the code of conduct by signing the agreement form.*

4. **Updates on Neighbourhoods Strategy and SIG Action Tracker – Katie Teasdale (Assistant Director - Customers and Communities)** (10 minutes)

Members have provided feedback to shape the new Neighbourhoods Strategy, which has now been approved by the Board. Also, we have recently developed a document 'Service Influence Group (SIG) Action Tracker' which outlines the significant actions contributed by this group, their progress and customer influence/impact.

5. **Anti-social behaviour – Lee Isherwood (Housing Manager)** (90 minutes)

This meeting will focus on the topic of anti-social behaviour. Lee is Southway's lead on anti-social behaviour (ASB). He will update you on the latest information about Southway's ASB service and performance, hate crime and domestic abuse. This session will be interactive, and the group will be asked to review Southway's communication about our ASB services, and to make recommendations for future improvement. We'd encourage members to research how other housing associations, and public bodies do this, so you can bring best practice to the meeting. *We want to know your ideas for how we can take part and promote our ASB support.*

6. **Any other business** (5 minutes)
7. **Next meeting** - Thursday 15th October 2026, 11am-1pm

After meeting, tenant members will have their sandwich lunch.