

Group Governance Summary Communications

Report from:	Customer Voice Committee	
Date of meeting:	25 th February 2026	
Report author:	Shefali Kapoor	
Summary of key items discussed at the meetings:		
1. Members received the Customer Voice report, along with a presentation on the new Asset Management Strategy.	1.	Members discussed and commented on the Asset Management Strategy.
2. Members were provided with an update on Consumer Standards and informed that Southway plans to go back to the Regulator in May 2026 to ask for its grading to be reviewed.	2.	Members agreed that the Chair would summarise Committee's views on the status of Compliance to the March meeting of the Parent Board.
3. Members were presented with the Customer Experience Report.	3.	Members discussed performance information and discussed and approved the updated Complaint Handling Policy and self-assessment against the Complaint Handling Code.
4. Committee received the Managing Unacceptable Behaviour Policy.	4.	Committee discussed and approved the Managing Unacceptable Behaviour Policy.
	5.	Members approved the Domestic Abuse policy and had a good discussion about how to promote the policy with customers.
Specific actions and recommendations for this Meeting		
Parent Board members to receive: • Committee's comments on the Asset Management Strategy. See item 11 • Committee's comments on the Complaints Policy, see item 12 • Committee's comments on Consumer Standards, see item 15 • An assessment of Customer Voice Committee's first meeting, see item 15.		