

Group Governance Summary Communications

Report from:	People and Places Committee	
Date of meeting:	06 February 2024	
Report author:	Shefali Kapoor	
Summary of key items discussed at the meetings:	Decisions made and actions agreed:	
1. The budget and corporate priorities were discussed. Focus was on the 7.7% rent increase and ensuring support is offered. 2. Members received a presentation on Voids. 3. Members received the Q3 Performance Report and discussed the voids process, the increase in repairs reported and ASB cases. 4. Members discussed the Consumer Standards Report, with emphasis on the new standards. 5. Members received the Inspired by Our Communities Report and discussed how we could engage and work with tenants in the future. 6. Members received the Equipment and Adaptations Report. 7. Members received the Young People Annual Report and confirmed that they would like to continue to receive this annually.	1. Abul Kalam Musthafa observed, his membership is subject to Board approval in March. 2. Members agreed that Consumer Standards should be the focus of the spotlight presentation at the next meeting. 3. Members approved the compliance review, noting that this will be presented to Board in March. 4. Members discussed the issues raised in relation to Customer Voice within the Inspired by Our Communities report. 5. Members confirmed their position on the policy issues raised in the Equipment and Adaptations Report.	

Specific actions and recommendations for this Meeting