

Group Governance Summary Communications

Report from:	Customer Voice Committee
Date of meeting:	19 th May 2026
Report author:	Karlet Manning
Summary of key items discussed at the meetings:	
- Members received the Governance Report, including updates on the proposed merger and regulatory regrade activity, and approved appointments to the Joint Residents Group (JRG) - Committee reviewed the Customer Voice Report, focusing on tenant satisfaction measures, repairs performance and communication, and agreed the TSM Action Plan for 2026/27. - Members received presentations on Solar PV and the draft Neighbourhood Strategy and provided feedback on both. - Committee reviewed complaints performance and approved key complaints governance documents, including the Complaint Handling Policy, self-assessment and annual report. - Members discussed the Customer Experience Report and Tenancy Management Annual Report, including ASB, domestic abuse and housing management arrangements.	- Approved appointments to the Joint Residents Group. - Agreed the TSM Action Plan for 2026/27. - Recommended future actions in relation to Solar PV following member feedback. - Commented on and agreed the draft Neighbourhood Strategy, with further member feedback to be provided. - Approved the Complaint Handling Policy, Complaint Handling Code self-assessment, Annual Complaints Performance and Service Improvement Report, and Governing Body statement on complaints performance. - Discussed and noted performance information within the Customer Experience Report. - Noted improvements in ASB management and supported the proposed use of Community Protection Notices (CPNs).
Specific actions and recommendations for this Meeting	
- Committee's important feedback on the Neighbourhood Strategy – see item 13 - That Committee approved the Annual Complaints Performance and Service Improvement Report and JRG members – see item 13 - A summary of Committee's meeting in the Governance Report – see item 13	