



Customer Voice Committee
Tuesday 19th May 2026
Southern Gate

AGENDA

Item	Time	Description	Report
1	5.45	Welcome, Introductions and Apologies	Chair
2	5.45	Confirmation of Quorum	Chair
3	5.45	Declarations of Interest / Confidential Matters	Chair
4	5.45	Minutes of Previous Meeting (25 th February 2026) Matters Arising and Recommendation	Chair
5	5.55	Matters referred from other parts of the governance structure: (i) Parent Board (24 th March 2026) (ii) Audit and Risk Committee (5 th May 2026)	Chair
Items for Discussion and Decision			
6	6.00	Governance Report	Assistant Director of Business Assurance
7	6.15	Customer Voice - Neighbourhood Strategy - Solar Panels Detailed Review	Executive Director – Homes and Communities

Item	Time	Description	Report
8	6.40	Annual Complaints Performance and Service Improvement Report & Quarter 4 Complaints Handling Performance	Assistant Director - Customers and Communities
9	7.05	Customer Experience	Assistant Director - Customers and Communities
ITEMS FOR APPROVAL, DISCUSSION AND FEEDBACK 7.30 – 7.40			
10	7.30	Tenancy Management Annual Report (inc. ASB, Hate Crime and Domestic Abuse)	Head of Housing Management and Support
OTHER MATTERS			
11	7.40	Matters to be referred to other parts of the governance structure	Assistant Director of Business Assurance
12	7.40	Any Other Business	Chair
13	7.45	Feedback on Meeting	Chair
14	7.45	Meeting Close	Chair
		Date of Next Meeting: 8 th September 2026	Chair

Updated May 2026		
Current members	Attendance prev. 12 months	
	Percentage	Number
Shefali Kapoor (Chair)	100%	4/4
Dave Rawson	100%	4/4
Karlet Manning	25%	1/4
Azra Ali	50%	2/4
Pamella Mkama	100%	4/4
Abul Kalam Musthafa	75%	3/4
Katie Mcgrourther	66%	2/3
Total	74%	