

Homes in Focus Service Influence Group Meeting

7th May 2026 at 10am

Southway Office, 729 Princess Road, M20 2LT

Agenda

1. Our new Asset Management Strategy (AMS) (15 mins)

Objective: To update the group on the approval of the AMS and action plan following the Homes in Focus Group (HiFG) input to shape and influence.

2. HiFG Forward Plan for 2026/27 (15 mins)

Objective: *To review and approve the revised Homes in Focus forward plan (which now incorporates the 2026/27 priorities from the new Asset Management Strategy), ensuring that future meeting agendas/ working groups can support delivery of these priorities in the coming year.*

3. Tenant Satisfaction Measures (TSM's) (15 mins)

Objective: To present our current year-to-date performance for the Asset-specific TSMs results. *For the group to review the results, discuss current performance, and agree on action plan initiatives to improve our performance to meet year-end targets.*

4. Warm Homes Programme update (15 mins)

Objective: To update the group on the progress made to date and to discuss about *how the group would like to learn more about the programme and how the group can assist with some of the challenges that we are experiencing regarding customer engagement/ sign up.*

5. Customer Voice Committee – update on Air Source Heat Pumps and Solar PV Systems challenges (20 mins)

Objective: Officers to provide an overview of the 'ask' by the Customer Voice Committee (CVC) relating to the systems that Southway has fitted and the current challenges that are being faced, ahead of the presentation/ report to CVC in May.

6. Customer engagement to review home products and component choices through the HiFG (30 mins)

Objective – To seek feedback from the group to inform the definition and implementation of clear, customer-focused standards and specifications for home products and component choices, ensuring they deliver value for money and reflect customer expectations.

7. Any other business (10 mins)

8. Date and time of the next meeting – 2nd July at 1pm

Agenda items to include:

- Pest control process
- Damp and Mould Policy review