Customer Voice Committee
Wednesday 25th February 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 (11 November 2025), Matters Arising and Recommendation	Chair
5	5.55	Matters referred from other parts of the governance structure: (i) Parent Board (2 December 2025) (ii) Audit and Risk (3 February 2026)	Chair
Items for Discussion and Decision			
6	6.00	Customer Voice - Presentation on Asset Management Strategy	Executive Director – Homes and Communities
7	6.30	Consumer Standards Update	Assistant Director of Business Assurance

Item	Time	Description	Report
8	6.45	Customer Experience • Complaints Policy	Assistant Director - Customers and Communities
ITEMS FOR APPROVAL AND INFORMATION 7.05-7.30			
9	7.05	Managing Unacceptable Behaviour Policy (Approval)	Assistant Director of Customers and Communities
10	7.15	Repairs Policy (Approval)	Executive Director – Homes and Communities
11	7.25	Domestic Abuse Policy (Approval)	Head of Housing Management and Support
OTHER MATTERS			
12	7.30	Matters to be referred to other parts of the governance structure	Assistant Director of Business Assurance
13	7.35	Any Other Business	Chair
14	7.40	Feedback on Meeting	Chair
15	7.45	Meeting Close	Chair
		Date of Next Meeting: 19th May 2026	Chair

Updated February 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	75%	3/4
Pamella Mkama	100%	4/4
Abul Kalam Musthafa	75%	3/4
Katie Mcgrouther	50%	1/2
Total	75%	