



Customer Access Service Influence Group Meeting

14th September 2026 at 1:00 pm

Southway Office, 729 Princess Road, M20 2LT

Agenda

1. Actions from Last meeting (10 mins)

2. STAIRS policy (15 mins)

Objective: to explore the impact of the new Regulations around customers accessing information held by Southway

3. Complaints Audit Results (5 mins)

Objective: To discuss the results of the Complaints Audit, whether they need updating, how they will be reported, and format of reporting.

4. Reception (10 mins)

Objective: Discuss proposed designs and gather further feedback

5. Service Standards update (25 mins)

Objective: Discussion around ways to improve communication across the organization and feedback from members on approaches taken and Lessons Learned

6. TSMs (5 mins)

Objective: To provide data relating to TSM performance in Hub, Reception, and Complaints handling

7. Opportunities to Support People with Known Disabilities (15 mins)

Objective: To explore potential areas where Southway can better support tenants with known disabilities, ideas from members of SIG

8. Any other business (5 mins)

Brief update on the proposed merger
AWABs Law update

Date and time of the next meeting – 7^h December at 1pm

Agenda items to include:

- Poor Communication
- TSMs