

Group Governance Summary Communications

Report from:	People and Places Committee		
Date of meeting:	12 th November 2024		
Report author:	Shefali Kapoor		
Summary of key items discussed at the meetings:		Decisions made and actions agreed:	
1. Members discussed the Performance Report, and received a Complaints Presentation from Johnny Turner, Customer Experience Manager. 2. Members received the Property Compliance Framework Report for the first time. 3. Members discussed the Consumer Standards Update. 4. Members received an update on Inspired By Our Communities. 5. Members noted progress for both the Community Investment Strategy and Digital Access Strategy. 6. Members received the annual Equalities Report. 7. Committee received an update on the Corporate Strategy from the Chief Executive.		1. See Item 10 for Committee’s recommendations. 2. Committee will receive a Compliance Briefing to further their knowledge and extended the building compliance policies for a further 12 months. 3. Committee agreed that a progress report would be brought to each subsequent meeting. 4. Committee discussed draft ideas for the Customer Involvement Strategy, TSM Q2 results, and future tenant engagement. 5. Committee agreed the priority actions for the Community Investment Strategy for the next year. 6. Committee approved the Empty Homes Policy and Social and Affordable Income Policy.	
Specific actions and recommendations for this Meeting			
See item 10 for Committee’s performance, complaints handling, and Consumer Standards recommendations.			