

**COMMUNITY VOICE
ACTION LIST**

Ref	Meeting Date	Agreed Action	Lead	Agreed Timescale	Completed/Outstanding
001	20 th January 2025	Further details of recent issue with decant request and outs of hours service to be provided and then investigated.	Tenancy Services / Becky Johns (Customer Experience)	18 th February	Completed. Details shared and being looked into as part of an existing case.
002	20 th January 2025	Look at possibility of adding more repairs jobs to My Home.	Ben Daines (IT)	18 th February	Completed. Added to My Home roadmap for 2025.
003	20 th January 2025	Arrange CV focus group to discuss and plan the group's future.	Customer Engagement	24 th January	Completed. Discussion took place at the February main CV meeting.
004	20 th January 2025	Copy of the Communities presentation to be shared with members.	Customer Engagement	3 rd February	Completed. Sent with the meeting minutes.
005	20 th January 2025	'You said, we are doing' article for the next Key News about CV and Property Services Panel recent influence.	Ollie Mortimer	31 st March	Completed. Added to content planner for the spring edition.
006	20 th January 2025	Contact observers from the meeting to check their future intentions.	Customer Engagement	27 th January	Completed. Two observers have joined the group.
007	20 th January 2025	Investigate about tenant not being able to register on Housing Perks.	Customer Engagement	18 th February	Ongoing. A reminder has been sent to the Income team for an update.

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008	20 th January 2025	More information about Ongo's approach if there's an issue with bees.	Repairs	18 th February	Ongoing. A reminder has been sent to the Sustainability Manager for an update.
009	20 th January 2025	Check if a salt bin could be installed in a specific area.	Neighbourhood Services	18 th February	Ongoing. There is already a salt bin located on site in this area. The question has now been raised as to whether this could be relocated.
010	20 th January 2025	Agenda item for Winter Weather Plan (Neighbourhood Services) at the next meeting.	Neighbourhood Services	18 th February	Completed. CV and Tenant Inspectors focus group booked for 10 th March, 1.30pm, at The Arc to provide feedback as part of the Neighbourhood Management Policy review.
011	20 th January 2025	Send updated list of 2025 meeting dates to all members.	Customer Engagement	3 rd February	Completed. Sent with the meeting minutes.