

**COMMUNITY VOICE  
ACTION LIST**

Ref	Meeting Date	Agreed Action	Lead	Agreed Timescale	Completed/Outstanding
01	12/03/25	Meeting dates to be sent out for the remainder of the year	Customer Engagement	By the next meeting	Copy sent out with the minutes from the last meeting
02	12/03/25	Hard-copy version of the current lettable standard to be provided to member HG	Emma Patrick	14.03.25	Completed – provided at the meeting
03	12/03/25	CV member to be offered a one-to-one session to go through the website	Oliver Mortimer	To be agreed with tenant	Discussed in more detail with CV member who is going to have a look at the website and will contact CE if they need any further support.
04	12/03/25	Look into the process for internal transfers and whether customers should have to pay their rent in advance on their new property if already in advance on their current property	Kevin Hornsby	By the next meeting	Update to be provided at the next meeting in April.
05	12/03/25	Ensure the correct balance scorecard is used for future meetings (CV scorecard)	Wendy Wolfe	By the next meeting	Information shared with the performance team for future reports
06	12/03/25	Look into whether SMS can be used as a method to contact Ongo	Becky Johns	By the next meeting	Update to be provided at the next meeting.