

**COMMUNITY VOICE
ACTION LIST**

Ref	Meeting Date	Agreed Action	Lead	Agreed Timescale	Completed/Outstanding
01	15/04/25	Jordan Barr to be invited to future meetings.	Customer Engagement	22/04/25	Completed.
02	15/04/25	Look into internal transfers over the past three months to identify any trends and issues.	Kevin Hornsby	By the next meeting	Update to be provided at the next meeting.
03	15/04/25	Share Tenancy Fraud presentation with members.	Customer Engagement	End of April	Will be sent with the meeting minutes.
04	15/04/25	Check tenancy agreements for those tenants who transferred from Guinness in terms of responsibilities for not being at the property for a certain period of time.	Tenancy Services	By the next meeting	Update to be provided at the next meeting.
05	15/04/25	Clarify why Legionella test checks conducted on time was only 89% for February.	Compliance	By the next meeting	Update to be provided at the next meeting.
06	15/04/25	Query about outside taps and if these would be taken off to reduce the risk of Legionella.	Compliance	By the next meeting	Update to be provided at the next meeting.
07	15/04/25	Member to send full details of maintenance issue.	Tracey Bain / Repairs	By the next meeting	Details to be sent and update to be provided direct to member.
08	15/04/25	Review wording of gas servicing letter.	Compliance / Customer Engagement	By the next meeting	This will be taken to the Publications Panel for feedback.
09	15/04/25	Send CV meeting dates to members who requested an additional copy.	Customer Engagement	End of April	Completed.