

COMMUNITY VOICE
ACTION LIST – from meeting on 18th August 2025

Ref	Meeting Date	Agreed Action	Lead	Agreed Timescale	Completed/Outstanding
01	18/08/25	Procurement panel or CV reps' involvement with social value and contractor meetings.	Wendy Wolfe	By the next meeting	Update to be provided at the next meeting.
02	18/08/25	Achievements from social value projects to be included in Key News.	Ollie Mortimer	Ongoing	Information was included in the spring edition and further updates will be included in the Autumn edition.
03	18/08/25	Long wait times and unreturned calls to be checked.	Becky Johns	By the next meeting	Information isn't available on none returned calls. An update can be provided at the next meeting on the longest wait times.
04	18/08/25	Emergency criteria for reporting repairs to be communicated.	Becky Johns	By the next meeting	Update to be provided at the next meeting.
05	18/08/25	Call back options limited.	Becky Johns	By March 2026	The contact centre Manager will review the IVR options and will consult with CV through a workshop event to gain members views and feedback.
06	18/08/25	Window restrictors to be added to TI inspection sheets & what do these look like.	Ollie Mortimer / Property Services	By the next meeting	Inspection forms are based on the lettable standard which doesn't include anything specifically about window restrictors, however, further checks will be made around this and update provided at the next meeting.
07	18/08/25	Presentation on new Neighbourhood Model to be sent out with minutes.	Kevin Hornsby/ Customer Engagement	By the next meeting	Copy sent with the minutes.

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08	18/08/25	Performance reports and change of format to be made clearer to read, e.g. font size.	Wendy Wolfe / Performance team	By the next meeting	Performance team are looking into what changes can be made to the format ready for the next meeting.
09	18/08/25	TSM report for Complaints (June drop of 50%), figure to be checked	Becky Johns	By the next meeting	Completed - the data was inaccurate on the report and June provided 100% complaints handling timescales for stage 2. Making this the best performance over a quarter we've had.
10	18/08/25	Publicise work completed this year around Compliance / Building Safety to raise awareness with wider tenants.	Jordan Barr	By the next meeting	Update to be provided at the next meeting.
11	18/08/25	Meeting to be arranged with CV reps who attended the Tpas conference.	Customer Engagement	By the next meeting	The meeting was due to take place on 1 st September; after receiving some apologies for this it was agreed to rearrange for a suitable day.