

COMMUNITY VOICE
ACTION LIST – from meeting on 15th October 2025

Ref	Meeting Date	Agreed Action	Lead	Agreed Timescale	Completed/Outstanding
01	15/10/25	Future promotion from Ongo to be included in the Councils Newsletter. To be discussed at the next monthly meeting with the Council.	Kevin Hornsby	By the next meeting	Update to be provided at the next meeting.
02	15/10/25	Check if the same tenants complete both Transactional Performance Surveys (TPS) and perception surveys.	Performance team / customer engagement	By the next meeting	Update to be provided at the next meeting.
03	15/10/25	Update on Neighbourhoods Model including title of Neighbourhood operatives.	Dawn Hill	By the next meeting	Update to be provided at the next meeting.
04	15/10/25	Share the Tenant Inspectors schedule inspection program for 2026 with CV members for future information.	Customer Engagement	End of the year / early new year	To be shared with members when the schedule of inspections has been completed.
05	15/10/25	Check if fire service can be provided with a list of gas safety certificates to avoid duplication of inspections.	Jordan Barr	By the next meeting	Update to be provided at the next meeting.
06	15/10/25	Explore other communication options to contact tenants in areas affected by phone connectivity issues, e.g. Crowle. mast.	Kevin Hornsby	By the next meeting	Update to be provided at the next meeting.
07	15/10/25	Community Voice away day to be held on 12 th November 9.30am arrival. Names to be registered with Customer Engagement.	Customer Engagement	By 27 th October 2025	Names will be confirmed with the venue.

COMMUNITY VOICE
ACTION LIST – from meeting on 15th October 2025

Ref	Meeting Date	Agreed Action	Lead	Agreed Timescale	Completed/Outstanding
08	15/10/25	Community Voice meeting on 15 th December is taking place at Holme Hall golf club, 9.30am start with a buffet lunch afterwards. Names to be registered with Customer Engagement and any dietary requirements.	Customer Engagement	By 28 th November 2025	Names will be confirmed with the venue.