

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

Ref	Meeting Date	Agreed Action	Lead	Agreed Timescale	Completed/Outstanding
01	15/12/25	Members to contact Customer Engagement if they would like to attend the football match on 24 February 2026.	Kevin Hornsby / Customer Engagement	By the end of January	Details to be shared with Kevin for names interested.
02	15/12/25	Check to see if staff who work mobile can include an email signature with full contact details.	Becky Johns / Customer Experience	By the next meeting	Update to be provided at the next meeting.
03	15/12/25	Members to provide feedback on the revised Maintenance policy and Customer Journey.	Jordan Barr / Customer Engagement	By the 23rd of December	Update to be provided at the next meeting.
04	15/12/25	Address the issue that the My Home App cannot currently record shower-related repair problems.	Becky Johns / Customer Experience	By the next meeting	Update to be provided at the next meeting.
05	15/12/25	Review current knowledge relating to Sustainability and Environmental expertise in terms of planting in areas.	John Hughes / Assets and Sustainability	By the next meeting	The Neighbourhoods and Assets teams, supported by ground's maintenance contractor, have sufficient expertise to develop project briefs and specifications for current small-scale schemes without the need for a landscape architect. Should larger or more complex projects arise in future, these will be design-led and supported by landscape architects to inform design and specification as required.

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06	15/12/25	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 sent out In January 2026.