

COMMUNITY VOICE
ACTION LIST – from meeting on 3rd February 2026

Ref	Meeting Date	Agreed Action	Lead	Agreed Timescale	Completed/Outstanding
01	03/02/26	E-mail Recharge Policy Review to members asking them to provide comments to Customer Engagement.	Customer Engagement	Within 7 days	Completed.
02	03/02/26	Member to liaise with Josh and Kevin regarding equipment needed at Myos House.	Kevin Hornsby / Josh Harris	By the next meeting	Update to be provided direct to the member involved.
03	03/02/26	Invite Josh to future meetings or a focus group meeting to provide regular updates on Social Value projects.	Customer Engagement	Ongoing	To be included on the agenda for a future meeting.
04	03/02/26	Arrange a date and send invites to members for an online session to discuss the TPAS Accreditation renewal process.	Customer Engagement	By the next meeting	Completed.
05	03/02/26	Include an update on the carbon neutral homes near Westcliff as a future agenda item.	Customer Engagement / Development team	By the next meeting	Included on the agenda for meeting in April.
06	03/02/2026	Promote Ongo awards in Key News.	Customer Engagement / P&C	Ongoing	To be included in a future addition of Key News.