

**COMMUNITY VOICE  
ACTION LIST – from meeting on 9<sup>th</sup> June 2026**

<b>Ref</b>	<b>Meeting Date</b>	<b>Agreed Action</b>	<b>Lead</b>	<b>Agreed Timescale</b>	<b>Completed/Outstanding</b>
01	09/06/26	Review information available in the contact centre around which areas of grass cutting are Ongo/Council responsibility and work with Becky Johns to ensure teams can communicate this effectively when enquiries are made.	Kevin Hornsby	By the next meeting	Update to be provided at the next meeting.
02	09/06/26	Kevin agreed to review specific tenant queries that had been raised regarding service charges that may not be appropriate for their property.	Kevin Hornsby	By the next meeting	The member has been informed direct about their service charge and what this covers.
03	09/06/26	Seek clarity on the government terminology used in the STAIRS programme to ensure tenants better understand what these terms mean when the webpage goes live.	Louise Usher	By the next meeting	Update to be provided at the next meeting.
04	09/06/26	Involve CV Members, and wider involved volunteers, in recruitment campaign when ready.	Customer Engagement Team	Ongoing	Update on progress to be provided at the next meeting.
05	09/06/26	CV members wishing to get involved in the Procurement Panel should contact Customer Engagement Team and express an interest.	CV members	By the next meeting	One name has been received to join the panel.
06	09/06/26	Explore possibility of organising a ELT Question Time event for volunteers and arrange if appropriate.	Customer Engagement Team	By the next meeting	Update to be provided at the next meeting.

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07	09/06/26	Raise request with relevant teams around increased cleaning of high-rise fencing.	Kevin Hornsby	By the next meeting	Update to be provided at the next meeting.
08	09/06/26	Publish maps/information as part of STAIRS work to show Ongo land and Council Land, plus reenforce the message that Ongo homes are not 'council houses'.	Louise Usher / Sarah Wilson	Ongoing	Update to be provided at the next meeting.
09	09/06/26	Arrange a focus group on grass cutting and service expectations with CV members and Dawn Hill.	Kevin Hornsby	Ongoing	Update on when this can be arranged to be provided at the next meeting.