

COMMUNITY VOICE
ACTION LIST – from meeting on 20th August 2026

Ref	Meeting Date	Agreed Action	Lead	Agreed Timescale	Completed/Outstanding
01	20/08/26	Check that work to clean algae from fences at Market Hill was completed as part of the recent event.	Kevin Hornsby	By the next meeting	Update to be provided direct to the member.
02	20/08/26	Members to send any additional feedback on the Volunteers Code of Conduct.	CV members	By 3 rd September	Completed.
03	20/08/26	Create Code of Conduct summary sheet once the updated Code has been approved.	Customer Engagement	By the next meeting	Update to be provided at the next meeting.
04	20/08/26	Add further clarity in the Code about external bodies and raising issues.	Mo Mathieson	By the next meeting	Update to be provided at the next meeting.
05	20/08/26	Trial the 'carpark' idea at the next meeting for any matters raised that aren't relevant to that meeting, but that require further discussion separately.	CV members / Customer Engagement	At the next meeting	This will be trialled at the September focus group.
06	20/08/26	Consult with Tenant Inspectors on changing estate inspections to neighbourhood inspections for consistent wording.	Ollie Mortimer	By 9 th September	To be discussed at the next TI meeting on 9 th September.
07	20/08/26	Collate themes and issues from TI amber-rated inspections and share with Kevin for comparison.	Ollie Mortimer	By the next meeting	Update to be provided at the next meeting.
08	20/08/26	Begin using AI to record CV meetings.	Customer Engagement	At the next meeting	To start from the September focus group.