

Agenda for Customer Services Committee to be held on 16 May 2024.

The Customer Services Committee in May will be considering the following items:

- **Performance** over the last 12 month, including a detailed look at performance of our contractors when completing repairs and improvements in tenants' homes.
- **Tenant Scrutiny Panel** findings from their recent scrutiny of our Equipment and Adaptations Service. Committee will also hear how we are planning to improve the Equipment and Adaptation Service as a result of this scrutiny and our current review of the policy and procedure.
- **Complaint performance report** - A summary of resident complaints handled between 1st January and 31st March 2024, how we have resolved and how we have learnt from them.
- **Regulator of Social Housing Regulatory Standards and regulation preparation** – Committee will receive an update on how we have progressed against actions in our Consumer Standard Action Plan including positive progress in preparing for a regulatory inspection.
- **Update from the Building Safety Resident Engagement Panel** – Committee will hear how we've been working with residents living in the high-rise flats.
- **Damp and Mould Action Plan Quarterly Update** – Committee will hear about progress on our actions to reduce damp and mould in tenants' homes.
- **New Complaint Policy** – Committee will be asked to approve our new Complaint Policy and they will receive our self-assessment against the Housing Ombudsman Complaint Handling Code and actions to ensure we fully comply with our legal duties and offer a top-quality complaint handling service.