

NOTICE OF CUSTOMER SERVICES COMMITTEE MEETING TO BE HELD ON THURSDAY 5TH AUGUST 2021 (VIA MS Teams)

**AGENDA**

1. Recording of Meeting (No Papers)

**FOR APPROVAL / TO BE MINUTED**

1. Apologies
2. Declarations of Interest

1. Minutes of Customer Services Committee meeting held on 3rd June 2021 **(Enclosed) FOR APPROVAL**
2. Matters Arising
3. COVID – 19 Service Update (**Verbal Report from Housing & Property Services Managers) FOR INFORMATION**
4. Customer Services Performance Reports 2021/22 (Q1) **(Reports from Housing Services Manager and Property Services Manager Enclosed)**

**FOR APPROVAL**

7.1 Q1 Customer Services Performance Management Reports

7.2 Q1 Departmental Plan Review

7.3 Q1 Complaints and Feedback

7.4 Q1 Planned Maintenance Programme Review

1. Housing Services Departmental Service Plan (Final Draft) **(Enclosed) FOR APPROVAL**
2. Property Services Departmental Service Plan (Final Draft) **(Enclosed) FOR** **APPROVAL**
3. Tender Approvals
	1. Window Replacement Options **(Report from the Property Services Manager Enclosed) FOR RECOMMENDATION**
	2. Integrated Reception Systems **(Report from the Property Services Manager Enclosed) FOR RECOMMENDATION**
4. Tenant Engagement & Communication Strategy Review **(Report from the Housing Services Manager Enclosed) FOR RECOMMENDATION**
5. Customer Services & Standards Policy Review **(Report from the Housing Services Manager Enclosed) FOR RECOMMENDATION**
6. Exceptional Allocation 500432 **(Report from Housing Services Manager Enclosed)**

**FOR HOMOLOGATION**

1. Committee Attendance **(Enclosed) FOR INFORMATION**
2. AOCB
3. Date of next meeting: **11th November 2021**

**July 2021**

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| Andrew Gibb | Property Services Manager |
| Linda McLaren | Housing Services Manager |

NB

*Please note that it would be appreciated if any typographical errors etc. could be communicated to me prior to the meeting (preferably by email) so that the relevant amendments can be made in advance of the meeting.*