

NOTICE OF CUSTOMER SERVICES COMMITTEE MEETING TO BE HELD ON THURSDAY 9TH DECEMBER 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 11th November 2021 **(Enclosed) FOR APPROVAL**
2. Matters Arising

1. COVID – 19 Service Update (**Verbal Report from Housing & Property Services Managers) FOR INFORMATION**
2. Tender Approvals **(Reports from Property Services Manager Enclosed) FOR APPROVAL**
   1. Gas Servicing & Maintenance Contract 2022-25
   2. Gas Audit Services 2022-25
3. Reactive Maintenance Policy Review **(Report from Property Services Manager Enclosed) FOR RECOMMENDATION**
4. LSM Policy Reviews **(Reports from Property Services Manager Enclosed) FOR RECOMMENDATION**
   1. Premises, Fitness & Repair
   2. Hygiene in Tenancies
   3. Infestations
5. Review of Citizens Advice Bureau Partnership **(Report from Housing Services Manager Enclosed) FOR APPROVAL**
   1. Appendix 1 Service Level Agreement
   2. Appendix 2 Case Studies
6. Housing And Dementia Framework Action Plan **(Report from Housing Services Manager Enclosed) FOR APPROVAL**
7. Entitlement, Payments & Benefits: Allocation **(Report from Housing Services Manager Enclosed) FOR APPROVAL**
8. Committee Attendance **(Enclosed) FOR INFORMATION**
9. AOCB
10. Date of next meeting: **3rd February 2022**

**December 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.*