

Item 28b/10

Summary of Customer Services Committee Meeting 4th November 2009

In Attendance Committee: Sheila Large, Marie Wright, Steve License, Ann Macfarlane, Janice Nicklin	Apologies Committee: Stef Nelson
In Attendance HHT: Noel Sharpe, Teresa Tierney, Simon Edge, Katie Hamlett, Barbara Guile, Mark Lloyd, Shirley Corcoran, Mark Slater	Apologies HHT: None

Subject	Key Issues
Election of Chair and Vice Chair	<ul style="list-style-type: none"> • Sheila Large was appointed as Customer Services Committee Chair to serve until the end of the 2010 AGM • No nominations were received for the position of Vice Chair. Committee agreed that this decision be deferred until all Committee Members have had further opportunity to consider this
Delivering Decent Homes Update and Framework	<ul style="list-style-type: none"> • Committee approved the methodology for capturing those properties outside of the current mop up programme and the framework for their inclusion within a future 'Life After Decency' (LAD) programme of works
Customer Satisfaction Survey	<ul style="list-style-type: none"> • Committee received a presentation on the results of the quarterly survey and noted the report
Excellence Project Update	<ul style="list-style-type: none"> • It was highlighted that there has been a general trend of improvement in performance at Construction Services • Committee noted the report
Letting Service Review Presentation	<ul style="list-style-type: none"> • Committee received an update on progress with the Lettings Service Review

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Subject	Key Issues
	<ul style="list-style-type: none">• Committee noted the presentation
Commercial Services Service Review Presentation	<ul style="list-style-type: none">• Committee received an update on progress with the Commercial Services Service Review• Committee noted the presentation