

Extract from Management Committee Minute 17.12.19 ratified on 28.01.20

20. Customer Consultation/Communications Update* (Decision/Approval Required)

The Communications Officer referred to the above report circulated prior to the meeting and welcomed questions or improvements. The Management Committee noted that on this occasion the Charter outcome on Housing Quality and Maintenance (4. Quality of Housing) was applicable.

The Management Committee noted the report provided by the Tenant Panel on the Association's recording and reporting of data towards meeting the Energy Efficiency Standard for Social Housing by 2020. The Management Committee wished the Communications Officer to thank the Tenant Panel on their behalf for such an in-depth report and was impressed and thankful of the level of detail and the layout of the report including the Observations/Recommendations section. The Management Committee commended the amount of work undertaken by the Tenant Panel during the process. The Chief Executive stated the Tenant Panel's work and their reports provide reassurance to the Management Committee that an independent, critical eye is being cast over key areas of the Association's processes and that recommendations can be incorporated into our service delivery and/or Policies and Procedures.

In line with the Association's Action Plan for improvement from the self-assurance process (CH2.9), the Communications Officer will publish the above response to both the Panel and onto the website. The Communications Officer will present an action plan on the report to the January meeting.