



## Meeting of the Customer Panel

To be held at Midlands Hotel Bradford

at 5pm-7:30pm on 20<sup>th</sup> January 2026

### Agenda

This meeting will be recorded for note taking purposes and will be deleted following approval of the notes by the Chair and the Panel at the next Customer Panel meeting.

No.	Time	Item	Papers	Lead
1.	18:00	Welcome	Verbal	Chair
2.	18:10	Minutes from the previous meeting: 7 October 2025 and matters arising	Pack	Chair
3.	18:30	Corporate Strategy	Pack	CEO
4.	18:45	Performance Report a. Tenant Satisfaction Measures Results b. Damp, Mould & Condensation c. Cyclical planned works d. Compliance	Verbal Pack Pack Pack	Property Asset Manager
5.	18:55	Tenant Involvement & Engagement	Pack	Customer Involvement & Engagement Officer
6.	19:05	Community Partnership & Investment a) Community Investment Activities b) Sport & Wellbeing	Pack Pack	Community Development Officer
7.	19:10	Welfare Benefits & Financial Support Update	Pack	Welfare Benefits & Financial Support Officer
8.	19:15	You said we did	Verbal	Neighbourhood Team Leader
9.	19:20	Customer Panel Terms of Reference Review	Pack	Community Partnership & Investment Manager
10.	19:30	a) CCTV Policy b) Domestic Violence policy	Pack Pack	Neighbourhood Team Leader
11.	19:30	Any Other Business		