

## Customer Panel Meeting

<b>Tuesday 7<sup>th</sup> October 2025</b>	<b>5 pm – 7 pm</b>
Board Room, Bank House, 30 Manor Row, Bradford, BD1 4QE	

### A G E N D A

Item	Lead	Time (PM)
Refreshment / Networking	All	5:00 – 5:30
1. Welcome/Introduction	Chair	5:30 – 5:35
2. Minutes of the Last Meeting and matters arising	Chair	5:35 – 5:45
3. Draft Corporate Strategy 2026 -2028	CEO	5.45 – 5.55
4. Executive Update – Scrutiny Forum	Head of Housing Services	5.55 – 6.05
5. Repair and Maintenance Update: <ul style="list-style-type: none"> <li>• Damp, Mould, &amp; Condensation</li> <li>• Staff updates</li> <li>• 3 Star Gas Contract</li> <li>• Planned Works</li> </ul>	Property Asset Manager	6.05 – 6.20
6. Tenant Involvement & Engagement Updates	Community Partnership & Investment Manager	6.20 – 6.30
7. Community Partnerships & Investment – Updates	Community Development Officer	6.30 – 6.40
8. Welfare Benefits & Financial Support Officer – Updates	Welfare Benefits & Financial Support Officer	6.40 – 6.50
9. “You said we did”	Neighbourhood Team Leader	6.50 – 6.55
10. AOB/End of meeting	All	6.55 – 7.00