

Customer Focus Committee Agenda



Date: Wednesday 14 August 2024
 Time : 4.30pm
 Venue: Boardroom, Cornerstone
 Lead Officer: Anne-Marie Heil, Director of Customer Services
 Contact: Jonny Kelly – Governance and Scrutiny Officer
 0161 218 1666 jonathan.kelly@stockporthomes.org

Item No	Item	Recommendation	Officer
01	APOLOGIES FOR ABSENCE DECLARATIONS OF INTEREST		
02a	MINUTES FROM MEETING HELD 20 MAY 2024		JKEL
02b	ACTION MONITOR FROM MEETING 20 MAY 2024		JKEL
03	ASPIRE PANEL PRESENTATION (ASSURANCE)	That the Customer Focus Committee note the presentation	RS / BM
04	ANNUAL REPORT TO CUSTOMERS (DECISION)	That the Customer Focus Committee approves the Annual Report for Customers.	VG
05	CONSUMER REGULATION UPDATE (ASSURANCE)	That the Customer Focus Committee take assurance from the contents of the report.	SD
06	TENANT SATISFACTION MEASURES INSIGHT REPORT (ASSURANCE)	That the Customer Focus Committee note and comment on the contents of this report.	AL
06a	appendix one		
06b	appendix two		
07	Q1 2024/25 CUSTOMER FEEDBACK REPORT (ASSURANCE)	That the Customer Focus Committee notes and comments on the contents of this report.	CCz
07a	appendix one		
07b	appendix two		
08	FORWARD PLAN (INFORMATION)		JKEL

09	REVIEW OF MEETING		NF
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Initial	Officer name	Job Title
CC	Chris Czyzyk	Customer Experience Manager
SD	Sam Donigan	Head of Assurance
VG	Verity Gleave	Head of Marketing
AMH	Anne-Marie Heil	Assistant Director of SKylight
JKEL	Jonny Kelly	Governance and Scrutiny Officer
AL	Alison Leach	Head of Data
BM	Bob McGechan	Chair of ASPIRE Panel
RS	Rebecca Sweeton	Customer and Community Engagement Team Leader