

Customer Voice Panel

Customer Voice Panel

The Customer Voice Panel will have oversight of 2 Service Panels and related activities.

Link to Group Board – Chaired by Non-executive Board member for Customers (Lou Zonato).

Standing Agenda; COO Report, Corporate Strategy update, PHG Performance Report, PHG Risk Report, Service Panel Reports, Co-creation and Scrutiny Panel Updates.

Responsibility for Platform Community Chest.

Customer Service Panel

Focus:

Tenancy and Neighbourhood Management.

Customer and Community Engagement.

Equality, Diversity and Inclusion.

Sustainable Tenancies.

Customer Satisfaction/Tenant Satisfaction Measures.

Complaints.

Procurement.

Assets and Sustainability Service Panel

Focus:

All property related matters.

Development – Growth.

Platform Standard.

Asset management.

Responsive repairs.

Sustainability.

Scrutiny
Panel

Membership: Each Service Panel will include a minimum of 6 customers members including 1 chair-person.

Meeting & Reporting: Quarterly reporting to Group Board via the Panel Chair.