



There will be a meeting of the Customer Liaison Committee at 10 High Street on Tuesday 14 April 2026 at 5.15 pm, a buffet tea for those in person will be available from 5.00pm.

Members

Carmen McCormack – Chair and MRC

Sonia Kelly – CLC member

Tracey McLaughlin – CLC member

Barbara Ekin – Member

In attendance: Sue Missing – Board Member
Angela Aldis - Operations Manager

Agenda

Item	Subject	Lead
1.	Welcome and Introductions.	CMC
2.	Apologies	ALL
3.	Confidentiality and Code of Conduct	CMC/ All
4.	Welcome to Sue – Sue to provide a quick synopsis of her board and working experience for members.	CMC/ SM
5.	Minutes of the last meeting and Matters Arising	AA
6.	Performance Report Update verbal • Arrears • Voids • Repairs • AST approvals • Write Offs • Complaints/ Service Requests – Lessons Learnt review by CMC. • Awaab's law case updates on actions • Update on Room in Roof work	AA/All
7.	• Customer Satisfaction Survey Update / Completion of Action Plan	AA/CMC
8.	• Resident Engagement Events	AA
9.	Any Other Business	ALL
10.	Date of Next Meeting • 4 August 2026 • 7 October 2026(Customer Conference) • 10 November 2026 • 2 February 2027 • 6 April 2027	AA/All