SWT Tenants Strategic Group

**Monday, 30th May, 2022,
6.00 pm**

**The John Meikle Room - The Deane
House**

[SWT MEETING WEBCAST LINK](#)

Members: **Alex Akhigbemen (Chair), Jessie Bunn, Paul Cram,
Colin England, Kevin Hellier, Ivor Hussey, Luke Manning,
Samantha Rickward, Mark Lithgow, Janet Lloyd and
Francesca Smith**

Agenda

1.	**Apologies**	
2.	**Welcome from Chair**	
3.	**Notes from previous meeting**	(Pages 5 - 10)
4.	**Appointment of New Chair**	
5.	**Annual complaints Report**	(Pages 11 - 26)
6.	**Q4 Performance Report**	(Pages 27 - 32)
7.	**Planned capital works for year, alongside retrofit approach presentation – Ian Candlish & Chris Brown (Informal agenda item,(presentation to be given on the night)**	
8.	**Directorate Report**	(Pages 33 - 38)
9.	**AOB**	

**ANDREW PRITCHARD
CHIEF EXECUTIVE**

Please note that this meeting will be recorded. At the start of the meeting the Chair will confirm if all or part of the meeting is being recorded and webcast. You should be aware that the Council is a Data Controller under the Data Protection Act 2018. Data collected during the recording will be retained in accordance with the Council's policy. Therefore unless you are advised otherwise, by entering the Council Chamber and speaking during Public Participation you are consenting to being recorded and to the possible use of the sound recording for access via the website or for training purposes. If you have any queries regarding this please contact the officer as detailed above.

Members of the public are welcome to attend the meeting and listen to the discussions. There is time set aside at the beginning of most meetings to allow the public to ask questions. Speaking under "Public Question Time" is limited to 3 minutes per person in an overall period of 15 minutes and you can only speak to the Committee once. If there are a group of people attending to speak about a particular item then a representative should be chosen to speak on behalf of the group. These arrangements do not apply to exempt (confidential) items on the agenda where any members of the press or public present will be asked to leave the Committee Room.

If you would like to ask a question or speak at a meeting, you will need to submit your request to a member of the Governance Team in advance of the meeting. You can request to speak at a Council meeting by emailing your full name, the agenda item and your question to the Governance Team using governance@somersetwestandtaunton.gov.uk

Any requests need to be received by 4pm on the day that provides 1 clear working day before the meeting (excluding the day of the meeting itself). For example, if the meeting is due to take place on a Tuesday, requests need to be received by 4pm on the Friday prior to the meeting.

We are now live webcasting most of our committee meetings and you are welcome to view and listen to the discussion. The link to each webcast will be available on the meeting webpage, but you can also access them on the Somerset West and Taunton webcasting website.

The meeting rooms, including the Council Chamber at The Deane House, are on the first floor and are fully accessible. Lift access to The John Meikle Room (Council Chamber), is available from the main ground floor entrance at The Deane House. The Council Chamber at West Somerset House is on the ground floor and is fully accessible via a public entrance door. Toilet facilities, with wheelchair access, are available across both locations. An induction loop operates at both The Deane House and West Somerset House to enhance sound for anyone wearing a hearing aid or using a transmitter.

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