



Notice of Meeting of

TENANTS' STRATEGIC GROUP

Monday, 22 May 2023 at 6.00 pm

**John Meikle Room, The Deane House, Belvedere
Road, Taunton TA1 1HE**

To: The members of the Tenants' Strategic Group

Chair: Luke Manning

Vice-chair: Colin England

Alex Akhigbemen

Kevin Hellier

Councillor Marcus Barr

Jessie Bunn

Ivor Hussey

Councillor Fran Smith

Paul Cram

Samantha Rickward

Councillor Federica Smith-
Roberts

For further information about the meeting, including how to join the meeting virtually, please contact democraticserviceteam@somerset.gov.uk.

All members of the public are welcome to attend our meetings and ask questions or make a statement **by giving advance notice** in writing or by e-mail to the Monitoring Officer at email: democraticserviceteam@somerset.gov.uk by **5pm on Date Not Specified**.

This meeting will be open to the public and press, subject to the passing of any resolution under the Local Government Act 1972, Schedule 12A: Access to Information.

The meeting will be webcast and an audio recording made.

Issued by Scott Wooldridge on 11 May 2023

AGENDA

Tenants' Strategic Group - 6.00 pm Monday, 22 May 2023

1 Apologies

To receive any apologies for absence

2 Welcome from the Chair

3 Minutes from the previous meeting (Pages 5 - 8)

To approve the minutes of the previous meeting of the Somerset West and Taunton Council Tenants' Strategic Group held on 27 March 2023.

4 Engagement Groups Update

5 Introduction to the Housing Directorate (verbal report)

6 Performance Report for Quarter 4 2022/23 (Pages 9 - 18)

7 Tenants' Strategic Group Annual Meeting Plan (Pages 19 - 22)

8 Annual Complaints Report for 2022/23 including communications complaints deep dive report (Pages 23 - 38)

9 Housing Directorate Report (Pages 39 - 46)

10 Any Other Business