



Notice of Meeting of

TENANTS' STRATEGIC GROUP

Monday, 24 July 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

Councillor Marcus Barr

Jessie Bunn

Paul Cram

Kevin Hellier

Ivor Hussey

Samantha Rickward

Councillor Federica Smith-
Roberts

Councillor Fran Smith

For further information about the meeting, including how to join the meeting virtually, please contact democraticservicesteam@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: democraticservicesteam@somerset.gov.uk by **5pm**

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 (the Proper Officer) on 13 July 2023

AGENDA

Tenants' Strategic Group - 6.00 pm Monday, 24 July 2023

1 Apologies for absence

To receive apologies.

2 Welcome from the Chair

To receive a welcome from the Chair.

3 Minutes from the previous meeting (Pages 5 - 10)

To approve the minutes of the previous meeting of the Somerset West and Taunton Council Tenants' Strategic Group held on 22 May 2023.

4 Engagement Group Updates (Pages 11 - 16)

To receive an update.

5 Finance Out-turn Report (Pages 17 - 28)

To note the report.

6 Housing Ombudsman Complaint Handling Code self-assessment (Pages 29 - 52)

To note the report.

7 Communication Plan (Pages 53 - 56)

To note the report.

8 Directorate Report- Senior Management (Pages 57 - 64)

To note the report.

9 Any other Business

The Chair to consider any other business.