



The Gateshead Housing Company Customers and Communities Committee

Thursday, 5 November 2015 at 10am
Room S21, Gateshead Civic Centre, Regent Street, Gateshead Council
Agenda

Item	Business
1.	Apologies for Absence
2.	Declarations of Interest
	<u>ITEMS FOR DECISION</u>
3.	Appointment of Deputy Chair
4.	Minutes (Pages 3-8) To approve as a correct record the minutes of the last meeting of the committee held on 10 September 2015
5.	Matters Arising
	<u>ITEMS FOR INFORMATION</u>
6.	Performance and Service Standards – Quarter 2 2015/16 (Pages 9-27) Report of Director of Customers and Communities
7.	Anti-Social Behaviour Performance Update – April to September 2015 (Pages 28-52) Report of Director of Customers and Communities

Contact: Stuart Gibson Tel: (0191) 433 5308 Date: 30 October 2015

Item	Business
8.	Complaints and Compliments Performance Update – First Six Months 2015/16 (Pages 53-64) Report of Customer Support Manager
9.	TALISMAN – Progress Report (Pages 65-87) Report of Customer Support Manager
10.	Customer Involvement Activity – Update (Pages 88-99) Report of Customer Support Manager
11.	Forward Plan (Pages 100-102) Report of Director of Customers and Communities
12.	Items for Future Agendas
13.	Date and Time of Next Meeting The next meeting of the committee will be held on Thursday, 11 February 2016 at 10am in Room S21 at Gateshead Civic Centre, Regent Street, Gateshead