

Tenants' Voice

25th September 2024: Progress of actions

Item	Action	Update	RAG
1.	DR to liaise with DL regarding vulnerable residents that pose a risk to residents	Darren Reynolds met with Daniele and Saleha on 9 th August 2024 to discuss and resolve concerns.	
2.	DR to speak to SJ to ensure the issue is investigated, i.e. service responsible for addressing neighbour who is fly tipping on her estate.		
3.	Share survey findings from the estate patrol service consultation with TV members by end of August.	Summary report was circulated on 11 th September 2024.	
4.	Forward SJ the organisational organigram.	Organigram was forwarded to Saleha on 06 August 2024.	
5.	Amend workplan so that supporting vulnerable residents is discussed in September and asset management in November.	Workplan has been updated; September agenda includes update on supporting vulnerable residents.	
6.	NH to speak to lead Communications Officer to explore ways to engage residents that are digitally excluded.	NH circulated wider communication channels to reach residents that are not digitally active on the 5 th August 2024. This includes information on Our East End and Voluntary Community Sector newsletter.	
7.	Forward link to the online tenant and leaseholder engagement consultation.	Circulated following the July meeting.	
8.	Organise workshop around selecting performance measures with TV members.	Included within the September agenda.	
9.	Members to pencil in the 28th September, 10am -12.30pm for training.	The timeslot was amended to 28 th September, between 2pm – 4pm as per Pawla's request.	
10.	Allocate timeslots against agenda items.	Done.	