

**MINUTE OF LANDLORD SERVICES COMMITTEE (CABINET WORKING GROUP)
9 MARCH 2016**

44. TENANTS SCRUTINY REVIEW – CUSTOMER FEEDBACK

Consideration was given to the draft report of the Director of Housing and Inclusion that provided details on the outcomes of a tenant led review of customer feedback within landlord services and resultant actions.

The Performance and Project Manager attended the meeting and gave an overview referring to details as set down in the report, responded to questions and provided clarification on issues raised.

A discussion ensued in relation to the current feedback mechanisms that had been reviewed and the complaints process.

In response it was emphasised that whilst complaints were raised within some responses the review was primarily on feedback mechanisms that had resulted in the TSG findings as set down at 4.3 of the report.

RESOLVED: That, as a consequence of the discussion on this item it was agreed that the recommendations to Cabinet be supported.