

**62. Customer Engagement Strategy 2020 - 2022**

Councillor J Wilkie introduced the joint report of the Corporate Director of Transformation & Resources (Interim) and Corporate Director of Place & Community which sought approval of the Customer Engagement Strategy and associated action plans.

Minute no. 18 of the Landlord Services Committee (Cabinet Working Group) held on 30 October 2019 was circulated at the meeting.

In reaching the decision below, Cabinet considered the minute of the Landlord Services Committee and the details as set out in the report before it, and accepted the reasons contained therein.

- RESOLVED A. That the Strategy and associated action plans be approved.
- B. That the Corporate Director of Transformation and Resources (Interim) and the Corporate Director of Place & Community, in consultation with the relevant Portfolio Holders, be authorised to amend the Strategy and action plans having considered agreed comments of the Executive Overview and Scrutiny Committee.
- C. That call-in is not appropriate for this item as the report is being submitted to the next meeting of the Executive Overview and Scrutiny Committee on 21 November 2019.