

North West Regional Meeting

Berkley Court - Tuesday 14th May
10:30am - 13:00pm

Agenda		
10.30am	Welcome and Introductions Themes and progress from the last meeting	Alan Chadwick Tom
10.40am	Exec update – Sanctuary Integration Q&A	Kathryn Fox-Rogers Managing Director
10:55 am	Homes and Building Safety 2024/25 Homes and Building Safety management plan for 2024-25 to determine what next	Kate McArdell-Broome Assistant Director of Customer and Neighbourhoods
11.10 am	Money Advice Update How we can help you and update on services available Q&A	Vikki Fisher Customer Operations Manager
11.15 am	Break	
11.45am	Support around our Residents Group What is our new weekly meeting + Case Study What are they going to do as actions etc Q&A	Rachel Page Regional Neighbourhood Manager
12.00 pm	Ombudsman Code of Conduct Statutory Changes Summary of changes on complaint process and wider sector comparison	Kate McArdell-Broome Assistant Director of Customer and Neighbourhoods
12.15 pm	Future Engagement opportunities	Tom Whiteley Customer Experience Manager
12:30 pm	AOB	
12.45 pm	Lunch	

