



Customer Services Committee
Wednesday 2 September 2026 at 4.00pm
Board Room, Stennack House, Stennack Road,
St Austell

Please note this meeting will be recorded for the purpose of minute production only and the recording will be deleted as soon as meeting minutes are produced.

C O N F I D E N T I A L

Part 1 – Preambles

1. Welcome and Introductions	CH	4.00
2. Apologies	CH	4.01
3. Declarations of Interest	CH	4.02
4. Minutes of the Customer Services Committee meeting of 27 May 2026	CH	4.03
5. Matters Arising	CH	4.05
6. Notification of Any Other Business	CH	4.06

Part 2 - Items for Decision/Discussion

7. Executive Director Report Housing & Communities	EDHC	4.07
8. Executive Director Report Property Services	EDPS	4.22
9. Internal Audit Report – Awaab’s Law	EDPS	4.45
10. Annual TSM Report	HOS&P	4.55
11. Complaints Performance and Learning from Complaints – Quarter 1	HOS&P	5.05
12. Performance Bulletin - Key Performance Indicators (KPIs) – Quarter 1	HOS&P	5.15
13. Consumer Standards Action Plan Operational – Quarter 1	EDH&C	5.25
14. Ocean Housing Project Anchor Update	EDPS	5.35
15. Safeguarding and Vulnerable Persons Annual Report	EDH&C	5.45
16. Customer Related Risk Management Review	EDGRP	5.55
17. Strategy and Policy Reviews	HOEX&NS HOS&P	6.05

Part 3 - Items for Information

18. Any matters to be referred to Ocean Housing Board or any other Committee	CH	6.10
19. Any Confidential matters to be deleted from the minutes when available to other Board/Committee members	CH	6.12
20. Any Other Business	CH	6.14
21. Meeting Reflection – meeting effectiveness	CH	6.15
22. Dates and Times of Forthcoming Meetings		
• Customer Services Committee - 18 th November at 4.00pm		
• Customer Services Committee - 24 February 2027 at 4.00pm		

TWO Meetings –

- 15th September at 11.45am
- 13th October at 11.45am
- 17th November at 11.45am
- 15th December at 11.45am