

## September Housing Improvement Board Meeting

**22<sup>nd</sup> September 2022, 18:00- 20:00**  
**HYBRID (Zoom/Room 1.23, BWH)**

### Agenda:

1	18:00- 18:05	Welcome Introduction from Councillor Hale Introduction from Councillor Reshekaron	Yaw Boateng Councillor Lynne Hale (Deputy Mayor and Cabinet Member for Homes) Councillor Chrishni Reshekaron (Opposition Cabinet Member for Homes)
2	18:05- 18:15	Feedback from Vision & Mission sessions	Lara Ashley
3	18:15- 19:10	Update on the Housing Improvement Plan <ul style="list-style-type: none"> <li>• Review of Plan architecture</li> <li>• Spotlight on Governance and Customer Excellence workstreams</li> </ul>	Susmita Sen Lara Ashley
4	19:10- 19:55	Immediate actions and improvements <ul style="list-style-type: none"> <li>• Regina Road (verbal update)</li> <li>• End-to-end review of voids</li> <li>• Axis performance</li> <li>• Improvements to member casework</li> <li>• Complaints</li> </ul>	Susmita Sen
5	19:55- 20:00	AOB	All