

What we've been up to (April - June 2025)

Check out our Customer Voice round-up from the last few months

Between April, May and June we...



Three **Challenge Group** meetings took place with **eight members**.



Held **three** Scrutiny recommendations sessions. And **two** site visits with **eight** customers involved.

108

attendees or responses to our latest Customer Voice activity



Held 5 **collaborator groups**, 1 **training** and 1 **consultation**

One **TPAS training**, one **GMRG***, two **Mystery Customer**, one **Range & Pennine residents panel**, one **Damp & Mould panel**, one **ANPR Consultation**.

Reviewed and recommended for approval **three** policies:

Rent Flexibility, Housing Ombudsman Self Assessment, TSM Sign Off

Hosted two **Roadshows** in:
Wickfield Mews
and Bollington



*GMRG = Grounds Maintenance Residents Group

