
**UPDATE ON PROGRESS WITH CUSTOMER ENGAGEMENT
IN HOUSING SERVICES**

SUMMARY REPORT

Purpose of the Report

1. To update Members on the progress with customer engagement in Housing Services.

Summary

2. Following consultation and research into the most effective way to engage with housing customers the Council adopted a new structure in April 2015. This report and presentation (**Appendix 1**) updates Members of the work that has progressed since then and the plan for this to develop further.

Recommendation

3. It is recommended that :-
 - (a) Members receive the report and presentation
 - (b) Members comments are sought

Paul Wildsmith
Director of Neighbourhood Services and Resources

Background Papers

Regulatory Framework for Social Housing in England from 2012

Author: Hazel Neasham Extension 5933