

<u>Agenda</u>

09:30	Welcome and joining time, Yvonne Davies, YD Consultants (Tenant Advisor)
09:45	Joint Chair's opening remarks and housekeeping Léann Hearn, CEO Livv Housing Group & David O'Brien, Chair of Gateway Housing Group
09:55	Get up to date on Government Policy Ruhena Ahmed, Deputy Director - Social Housing Quality and Residents, Department for Levelling Up, Housing and Communities
10:25	Workshop One: Using involvement learning from the voluntary sector and applying this to resident involvement Fayann Simpson, Board Member and Chair of Customer Committee, L&Q
11:05	Break
11:15	Workshop Two: We are proud of Anita Leech (Customer Voice Board Chair) and John Kavanagh (Housing Manager) David Brien (Chair of the Resident Scrutiny Panel – RSP) David Lansdown (Transformation and Customer experience lead)
12:05	Workshop Two: How Life Stage Customer Segmentation has helped us to understand the voices of all customers Grand Union Housing Group
12:45	Chairs final comments
	Léann Hearn, CEO Livv Housing Group & David O'Brien, Chair of Gateway Housing Group
13:00	Close