

CHS Tenant Committee Agenda

Wednesday, 29th April, 2026, 10.30am – 12.30pm

**The Meadows Community Centre, 299 Arbury Road, Cambridge CB4 2JL
And on Zoom**

In attendance			
Trish Laver	Chair	CHS Officers	
Guests		Chris Harris	CEO
Martin Wheatley	Chair of the Board	Tina Warren	Director of Homes
Silvia Piva	Board member	Andrew Church	Director of Communities
Charlotte Daleworth	Senior Housing Manager	Helen Tonks	Director of Customers
Matt Brooks	Housing Officer	Laura Papanikolaou	Customer Engagement Officer

Item	Subject	For action or discussion	Who	Time
1	Welcome, Housekeeping, Meeting etiquette & Apologies	information	Trish	10.30
2	Board Member and staff introductions	information	CHS	10.40
3	Draft Minutes and matters arising	action	Trish	10.50
4	CEO introduction	information	Chris	10.55
5	Customer Service Standards	action	Helen	11.00
6	Compensation Policy	action	Tina	11.05
7	Scrutiny update	information	Louise	11.10
8	Complaints update	information	Ruth	11.20
9	Summary of Housing with Care and sheltered scheme residents' meetings	information	Trish	11.30
10	Workshop – reasonable adjustments	action	Helen	11.35
11	AOB		Trish	12.15
12	Committee feedback – without staff	discussion	Trish	12.20
	Format and time of next meeting			
	Date of next meeting – 8th July			
	Venue – The Hive Leisure Centre, Ely			

Staff will be available after the meeting if you need to speak to them directly.