

CHS Tenant Committee Agenda

Thursday 22nd January, 2026, 6.30pm – 8.30pm

The Meadows Community Centre, 299 Arbury Road, Cambridge CB4 2JL

And on Zoom

In attendance		CHS Officers	
Trish Laver	Chair	Chris Harris	CEO
Jacque Taylor	Tenant Board Member	Tina Warren	Director of Homes
		Andrew Church	Director of Communities
Guests		Helen Tonks	Director of Customers
Cara Jackson	Board Member	Laura Papanikolaou	Customer Engagement Officer
Douglas Silverstone	Board Member	Louise Higgins	Admin Assistant (Engagement)
Janet Morris	Board Member	Yanne Loveday (tbc)	Performance & Quality Manager

Item	Subject	For action or discussion	Who	Time
1	Welcome, Housekeeping, Meeting etiquette & Apologies	information	Trish	6.30
2	Draft Minutes Oct Tenant Committee meeting minutes Matters Arising	action	Trish	6.35
3	Board Member introductions	information	Cara & Douglas	6.40
4	Case study	information	Helen	6.45
5	Customer Service Standard	action	Laura	6.50
6	Engagement Action Plan	action	Helen	7.00
7	'You Said We Did' tracker	action	Laura	7.15
8	Contractor Forum update	discussion	Yanne	7.30
9	Complaints Panel update	information	Ruth	7.40
10	Scrutiny Update	information	Louise	7.50
11	Tenant Satisfaction Measures	discussion	Helen	8.00
12	Summary of Housing with Care residents' meetings	information	Trish	8.10
13	AOB <i>Next meeting:</i>		Trish	8.25