

**Business & Value for Money Service Improvement Group  
22 July 2015**

- Discussed Universal Credit with Housing Income Management Committee.
- Had photo taken to advertise group in Homing In.
- Reviewed the Housing Management end of year performance report.
- Reviewed the Resident Associations' Grant Application criteria.

**Home Service Improvement Group  
11 August 2015**

- Resident Inspectors terms of reference agreed. Project to include empty property inspections and all other areas of Mears contract.
- Resident Action Plan – discussion about stained cladding and management / communications between Mears and subcontractors.
- Subgroups reports – Partnership & Core.
- Jargon Busting reference first draft completed and discussion to roll out across other areas of resident involvement.
- Volunteers will be working on how to improve on Estate Development Budget fencing programmes.

