

Accent Group Limited

East Customer Group Meeting



AGENDA

Date/Time: Thursday 19th March 2026, 12:00pm to 13:30pm
Venue: Virtual, MS Teams

ITEM			TIME	DURATION	LEAD
1.	Welcome and Apologies	Information	12:00	5	Chair
2.	Update on Actions	Discussion	12:05	5	Chair
3.	National Customer Group Update	Information	12:15	5	Chair
4.	Regional Performance Update: Housing Services	Discussion	12:15	15	Alan Percival
5.	Regional Performance Update: Repairs and Maintenance	Discussion	12.30	15	Claire Nolan
6.	Regional Performance Update: Complaints	Discussion	12:45	15	Lynne Riddock
7.	Focus for next quarter	Discussion and Decision	13:00	20	Chair
8.	Any other business	Discussion	13:20	10	Chair