

Accent Group Limited

South Customer Group Meeting



AGENDA

Date/Time: Wednesday 23rd September 2026, 12:00pm to 14:00pm
Venue: Camberley Baptist Church: 15 Frimley Rd, GU15 3EN

Attendees

Callie Lancaster – Customer Engagement Manager (Chair)
Cara Jackon – Assistant Director of Housing Services (East & South)
Chrystyna Wirdnam – Customer
David Clements – Customer
Emma Raven – Customer
Gail Redmond – Customer
Jac Boyce – Customer
John Place – Director of Customer Relations
Lyn Nelson – Customer
Ricky Cronshey – Building Services Manager (South)
Sarah-Jane Johnson – Customer

Apologies Received

Debbie Hammock – Customer
Royston Crandley – Customer
Veronica Wilson – Customer

ITEM			TIME	DURATION	LEAD
Lunch & Networking - 12:00 to 12:30					
1.	Welcome, Introductions and Apologies	Information	12:30	5	Chair
2.	Review open actions	Discussion	12:35	10	Chair
3.	Regional Update	Information	12:45	10	Cara Jackson
4.	National Customer Group Update	Information	12:55	10	Chair
5.	Complaints – South Region	Information/ Discussion	13:05	15	John Place
6.	Repairs & Maintenance Performance Update	Information/ Discussion	13:20	20	Ricky Cronshey
7.	Key Focus for next quarter	Information/ Discussion	13:40	15	All

ITEM			TIME	DURATION	LEAD
8.	Any other business	Discussion	13:55	5	Chair
	CLOSE		14:00		
A tour of the new Playground at Avenue Sucy, will take place after the meeting: Everyone is welcome to come along.					

Future Meetings

Thursday 3rd December 12:00 to 13:30 – Online via Microsoft Teams

Tuesday 30th March 12:00 to 13:30 – Online via Microsoft Teams

Wednesday 23rd June 12:00 to 13:30 – Online via Microsoft Teams