**Decisions taken by the Committee – July 2024**

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| **CSC.027/24** | **Minutes from the meeting held on 25 April 2024** **The minutes from the meeting held on 25 April 2024 were agreed as a true record and would be signed by the Chair.** |
| **CSC.028/24** | **Matters arising****The matters were noted.**  |
| **CSC.029/24** | **COO overview report****The Committee noted the report.** |
| **CSC.030/24** | **Voice of Customer Report****The Committee noted the report.** |
| **CSC.031/24** | **Performance against 12 service standards****The Committee noted the report.** |
| **CSC.032/24** | **Annual CSC report on Complaints Performance****The Committee noted the report.**  |
| **CSC.033/24** | **Annual CSC report on Customer engagement****The Committee noted the report.** |
| **CSC.034/24** | **CSC Service Standards Deep Dive – Repairs****The Committee noted the report.** |
| **CSC.035/24** | **Customer Influence Strategy****The Committee approved the Customer Influence Strategy and Delivery plan to go to the Board on 18 July 2024.** |
| **CSC.036/24** | **Damp and Mould Policy****The Committee approved the Damp, Mould and Condensation policy as contained at Appendix A. And agreed that any changes required to this policy following KPMG’s Damp and Mould audit is delegated to the Chair of CSC to approve outside of the meeting cycle.** |