

**DERBY HOMES LIMITED
SERVICE IMPROVEMENT COMMITTEE**

**THURSDAY 28 NOVEMBER 2002 AT 6.00 PM
CARDINAL SQUARE**

AGENDA

1. Apologies
2. Appointment of Chair and Vice Chair
3. Terms of Reference
4. Selection of Policy Review Work Programme
5. Update on BVR Frontline Services Improvement Action Plan
6. Update on Sheltered Housing Review
7. Service BVPIs Performance Monitoring
8. Update on Tenancy Support Team
9. Introduction of Gold Service
10. Customer Satisfaction Survey To be
tabled
11. Complaints Monitoring
12. Discussion on time and dates of future meetings
13. Date and time of next meeting – Thursday 30 January 2003