

**Appendix A**  
**Draft Cabinet response to recommendations of**  
**the Housing and Homelessness Panel of the Scrutiny Committee**

The document sets out the draft response of the Cabinet Member to recommendations made by the Housing and Homelessness Panel on 02 August 2023 concerning the Update on Customer Complaints and Feedback. The Cabinet is asked to amend and agree a formal response as appropriate.

| <b><i>Recommendation</i></b>   | <b><i>Agree?</i></b> | <b><i>Comment</i></b>  |
|--|----------------------|--|
| 1) That the Council seeks to gain more information relating to communication more broadly within the customer experience via Localz and other channels, to enable experiences to be tracked and analysed with a view to identifying and implementing improvements. | Yes                  | Localz has already improved communication with tenants who have booked repairs. Learning from complaints is being shared and will be publicised. |

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