

Action	Responsibility	Progress
Welfare Reform & changes in the Benefits System	Maureen Adams	This is a major change and could have a large impact on Soha's business. The Tenants' Forum has been kept informed of the proactive steps Soha has taken in order to keep affected tenants informed. Soha have also offered help and advice to these tenants.
Complaints Procedure Review Tenants' Forum to be kept informed of progress of this review	Richard Peacock	Suggested new procedure brought to Forum meeting on 21.3.2013. Forum agreed in principal but want more information as the review progresses