

Corporate and Community Services Department

Council Headquarters, Eastwood Park, Giffnock, East Renfrewshire, G46 6UG

Phone: 0141 577 3000 Fax: 0141 577 3129

website: www.eastrenfrewshire.gov.uk

Date: 19 September 2014

When calling please ask for: Paul O'Neil (Tel. No 0141-577-3011)

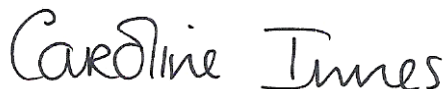
e-mail: paul.o'neil@eastrenfrewshire.gov.uk

TO: Councillors J Fletcher (Chair); T Buchanan; D Devlin; E Green; A Lafferty; I McAlpine;
M Montague; and V Waters.

CABINET

A meeting of the Cabinet will be held in the Council Chamber, East Renfrewshire Council Headquarters, Eastwood Park, Giffnock on **Thursday, 2 October 2014 at 10.00am.**

The agenda of business is as shown below.



C INNES
DEPUTY CHIEF EXECUTIVE

AGENDA

1. **Report apologies for absence.**
2. **Declarations of interest.**
3. **Area Forum Minutes (To be presented by Convener for Community Services and Community Safety).**
 - (i) **Giffnock and Thornliebank, Netherlee, Stamperland and Williamwood Area Forum – 3 September 2014 (copy attached, pages 3-4);**
 - (ii) **Newton Mearns South, Busby, Clarkston and Eaglesham Area Forum – 9 September 2014 (copy attached, pages 5-6); and**
 - (iii) **Neilston, Uplawmoor and Newton Mearns North and Barrhead Area Forum – 11 September 2014 (copy attached, pages 7-10).**

4./...

4. **Revised Policy on Unacceptable Actions by Customers - Report by Deputy Chief Executive (copy attached, pages 11-22)(To be presented by Leader of the Council).**
5. **Housing Services – Customer Engagement Strategy - Report by Director of Environment (copy attached, pages 23-52)(To be presented by Convener for Housing and Maintenance Services).**
6. **Houses Services - Landlord Report - Report by Director of Environment (copy attached, pages 53-60)(To be presented by Convener for Housing and Maintenance Services).**
7. **Rental Off the Shelf - Report by Director of Environment (copy attached, pages 61-64)(To be presented by Convener for Housing and Maintenance Services).**