

Tenant Voice Forum – Thursday 29 May 2025

Notes and actions

Key points	Decisions	Actions
Welcome and introductions – Sarah Thompson (ST)		
Approval of previous minutes (8 April 2025) – Lucy Tyne (LT)	Minutes approved and to be uploaded to website	Upload minutes to website – (LT)
Service Improvement update and Complaints Report– Vicky Young (VY)	Noted the dissatisfaction that tenants were not involved in RSH referral decision	Kim M to take tenant questions to regulator meeting Annual complaints self-assessment completed and published – (VY) Panel to be updated on numbers of stock survey assessors – (LT)
Service Improvement Strategy– Vicky Young (VY)	Feedback requested on improvement strategy Agreed needed to identify immediate, short term and long-term goals following root cause analysis Recommendation that the importance of better communication and understanding of tenant needs was included	Review wording within elements 2 and 8 of strategy following feedback – (VY) Share link to route cause analysis – (ST) Continue to collect tenant data to understand tenants needs –(ST)

Annual Report – Vicky Young (VY)	Panel happy with plans and agreed important to share success	VY to circulate final version of the annual report Submit TSM results late June - VY Tenants invited to be involved in a tenant version of the annual report (ST)
Learning and Development Strategy – Vicky Young (VY)	Training for customer services on new repairs strategy confirmed General tenant involvement training will be included in the plans Tenant involvement structure clarified. Voice Panel is now the main meeting; task and finish groups to be used	Tenants can identify specific training requirements - all Communicate new involvement structure to all tenants – (ST)
Damp and Mould – Donna Jobling (DJ)	Damp and Mould contractors appointed; two contractors to provide resilience and to support compliance with Awaabs law. New procedure implemented and access issues discussed including the process for no action. Agreed numbers were high and importance of communicating actions will take to tenants	Review no access for Damp and Mould and reasons for no access – (ST)
Social Value – Donna Jobling (DJ)	Contractors pledge to give a % of their contract back in social value. Agreed with ideas proposed and	Tenants asked to contribute ideas. DJ to collect social value suggestions

	specifically storage in communal areas and clean up days	
Social Housing Decarbonisation- Paul Cole (PC)	Wave 2.2 progress shared (60 completed) and total grant of £1.77 million claimed Wave 3 bid outcome confirmed – total project value almost £40 million Training and recruiting staff on going	Continue 2.2 retrofit work – target 150 installations by 31 March 2026 (PC) Wave 3 go live June 2025. 1664 homes eligible – (PC)
Performance Update – Rich Mair (RM)	Performance data to be regular agenda item; comparisons with HAs and other LA's requested	Group to request specific PI they would like to explore in depth Performance dashboard to be shared in advance of the meeting –(ST)
Allocations update – Sarah Thompson (ST)	Due to timings agreed to send a written update to the panel via email	Send allocations update to panel – (ST)
Draft Terms of Reference shared – Sarah Thompson (ST)	Feedback requested	Collect feedback – (ST)
Chair and Vice Chair election process – Sarah Thompson (ST)	Rolling chair system proposed for next 3 meetings	Implement rolling chair system; vote for longer term chair in March 2026 – (ST)
Future meetings – Sarah Thompson (ST)	Provisional dates: Sept, Nov, Feb	Confirm dates via email; agenda to be sent in advance – (ST)