

Tenant Voice Forum – Thursday 11 September 2025

Chair	Staff attendees	Tenant/Leaseholder attendees	Meeting apologies
Barbara Rickards (Chair) Lesley Peplow (Vice Chair)	Lucy Tyne (LT) Sarah Thompson (ST) Vicky Young (VY) Annette Mcdermott (AM) Carol Reynolds (CR) Michelle Oates(MO) Abi Downie (AM) Carl Doolan (CD)	David Thomas Denise Ann Daniels Carol Lawson Richard Hinson Colin Blake	Teresa Fox Gary Bridge

Notes and actions

Agenda item	Key points	Decisions	Actions
Welcome	Code of conduct	LT to send following slight revision.	All tenants to sign and send back or raise any concerns directly.
	Minutes of the meeting	Approved	
Service Improvement	VY gave a presentation. Advised strategy and action plan now in place	Tenants asked how often they would like to receive an update. Agreed quarterly	VY to provide a quarterly update for tenant voice panel
	Stock condition surveys – target is to survey 50% of all stock by March	Noted – no issues	Tenants will monitor through meeting updates

	2026. On target after slow start. Information will be fed into an asset management strategy		
	New Asset Management System launched (Planon). This has improved data and reporting. Also using AI to improve data review of electrical safety which is proving helpful.	Noted	None
Complaints update	This was moved due to time constraints	Agreed to send to the panel to review after the meeting	LT to send Complaints report to tenants
Housing revenue account presentation	Presentation delivered by MO on the HRA. Presentation was general to set the scene to support with any future policy task and finish or scrutiny sessions.	Presentation noted. Tenants invited to think about anything more specific they would find useful in relation to finance.	Tenants to ask for any further housing finance info needed
Performance information	AD picked out some key points from the performance report. Progress on compliance and the big 7 is mixed. Team trying to improve scheduling and communication in response to damp and mould.	Continue to monitor	Tenants asked for more information on no access for damp and mould at May meeting. ST to follow up
	Harmonized repair standard has	To continue to monitor	None

	resulted in internal capacity improving following recruitment and training		
	New ASB policy and system will allow us to record cases better. ST clarified process and what happens following a report of ASB and recognized the issue of people not feeling confident to report	Comments from tenants noted re ASB.	Continue to review performance through these meetings
Retrofit update	ST provided an update on current retrofit position in the absence of Housing Standards		None
Grounds maintenance task and finish group	Update on progress of the group and next steps including D'Arcy Court uplift project	Noted the update.	None
Annual thank you to tenants	Proposal to offer vouchers to tenants as a thank you at the end of the year instead of paying for the usual meal out	Vote took place. Agreed to vouchers instead of meal	ST to action
Resident Innovation fund Opportunity	ST shared brief details about a fund available to support innovative tenant involvement ideas. We are considering placing a bid and will contact tenants when full details of the fund open.	ST to share information when the fund opens for bidding.	Tenants share an ideas
AOB: New Builds	Query regarding number of new builds completed	Agreed to request the data and share with tenants	ST to action

	against target of 500.		
AOB: Fire Safety	Concerns raised in relation to a communal block	Agreed to follow up with housing standards team	Will arrange to contact tenant with concerns directly