

Tenant Voice Panel – Thursday 11th September 2025

| Chair | Staff attendees | Tenant/Leaseholder attendees | Meeting apologies |
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| 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 |
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| 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 |

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| | 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 |

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| | 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 |

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| | 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 |