



Tenant Board

28th January 2026

Agenda

- ▶ Declarations of interest (2 mins)
- ▶ Action(s) from last meeting (3 mins)
- ▶ Council Housing Assurance Report (20 mins)
- ▶ Communications Scrutiny project (20 mins)
- ▶ Housing Revenue Account discussion (20 mins)
- ▶ Housing recruitment update (10 mins)
- ▶ Any other business (5 mins)



Declaration of interest

- ▶ Communication scrutiny plan



Action from last meeting



- ▶ DW to escalate issue of poor communication regarding external staircases at Cavendish and Minden to Head of Compliance.
- ▶ Results of Communication scrutiny project to be shared with Board before the next meeting.



Council Housing Assurance Report

David White – Head of Housing Transformation & Regulation



Communication Scrutiny project

Kerry Lecomber– Tenant Engagement Co-ordinator

Context



- ▶ 20 participants reviewed 4 pieces of communication and reflected on their own experiences of communication with the council
- ▶ From this, a thematic analysis was conducted, and a report was shared with the Tenant Board
- ▶ 23rd January- Tenant Board were invited to go through the results and discuss possible recommendations
- ▶ 24th-25th January- Tenant Board were sent a survey to rank 17 recommendations by priority in their opinion.
- ▶ 5 out of 7 Board members completed this exercise

Top 10 recommendations

Item	Total Score ¹	Overall Rank
Increase in 'first time resolution' by Customer Services staff - where queries can be resolved on first contact (and not escalated to other departments)	73	1
Ensure Housing team are using CRM to view and respond to escalation call back requests	65	2
Implement a single point of contact system when tenants raise issues or complaints	64	3
Ensure council officers use the CRM (Customer Relationship Management) tool to log call backs	64	4
Review call back mechanisms, recording and handover, internal communication and how we use vulnerability data.	62	5
Set timescales stated from the start of communication	53	6
Improve empathy and have a more personal approach when using Live chat function	45	7
Review email communication in the same way we review calls	44	8
Ensure there's enough guidance for tenants when reporting repairs online	44	9
Cross reference CRM system with complaints to identify issues	43	10

Recommendations ranked 11- 17



Continue to monitor calls through 'Golden Call' scheme to ensure officers are polite and empathetic	39	11
Change recorded messages to reminders to advise the operator if anything has changed in circumstances (phone, email, vulnerability etc.)	39	12
Have detailed and published service standards.	34	13
Improve consistency of advice given using Tenant Handbook	30	14
Ensure tenants have clear avenues to report stigma	29	15
Investigate if email chains can be shared when repair is being booked - so this can be read by operative to ensure everything is included	19	16
Investigate having drop-down menu in chat function to speed up service	18	17

Moving forward



- ▶ Tenant Board to vote on if they are happy that the list of priorities adequately represent the findings in the report and can progress as recommendations.
- ▶ If agreed, the priorities will be shared with relevant teams to understand how we can achieve the priorities and will include timescales and ownership of the recommendations.
- ▶ This information will be presented at Tenant Board in February 2026.



Housing Revenue Account

Deborah Fenton – Director of Housing
Jeni Smithies – Finance Business Partner



Housing Recruitment Update

David White- Head of Housing Transformation and Regulation

Any Other Business

- ▶ Scrutiny project planning – moved to February so CHAR can be considered
- ▶ HQN focus group 5th February 12:30 – 1:30
- ▶ Director of Housing interviews 6th February - thank you to Liz and Gerry for volunteering

