

Housing Advisory Board – Action Log

Meeting Date: 6 January 2026

No.	Agenda Item	Action Required	Responsible Officer / Team	Deadline	Update
1	Tenant Voice Forum Update	Review corporate tone, update templates, and incorporate TVF feedback into communications.	Housing Communications Team / Claire Rogan	Next HAB meeting	Staff training sessions have been held, and a communication style guide has been produced and shared with staff, to ensure messages are consistent in tone, clear language and relevant to target groups of tenants to avoid duplication. Regular meeting with Comms to check what is being sent and when, to avoid message fatigue.
2	Tenant Voice Forum Update	Audit current communication methods and frameworks, including accessibility issues (PDFs etc.).	Housing Communications Team	Next HAB meeting	An approval process has been introduced for users to quality check and control stream of messages sent to tenants.
3	Tenant Voice Forum Update	Work with Corporate Comms to standardise key tenant communications in collaboration with TVF.	Corporate Communications & Housing	Ongoing – Update at next HAB	Ongoing. TVF member is actively involved in reviewing the website and comms to ensure clarity and accessibility for all. Draft Housing comms strategy to be shared via consultant end of March 2026
4	Service Plan Delivery Update	Produce and present a consolidated single action plan for HAB review.	Sian Grant / Housing	Draft to HAB later in	Consolidated action plan has been developed. Will be presented at HAB meeting in June 2026

			Leadership Team	calendar year	
5	Service Plan Delivery Update	Provide performance update from Data & Intelligence Lead (including building safety follow-up).	Simon Farnworth	Later in calendar year	Performance is reported to HAB on a quarterly basis. Next performance report is March 2026.
6	Heat Network Regulations	Present budget implications as part of Cabinet papers in February (capital spend & management fees).	Claire Rogan	February 2026 Cabinet	Budget presented to Cabinet in Feb including implications of investment needs in properties.
7	Homelessness Strategy Review	Circulate Homeless Partnership membership details to all HAB Members.	Amanda Mullen	Before next HAB meeting	Currently in progress, so it will not be ready for distribution at the next HAB meeting. Ella (Vice Chair) is developing a providers list, which will also support item 8 on the action log. In addition, a visual map of providers is currently being create
8	Homelessness Strategy Review	Circulate full structure chart covering all streams/sectors (Probation, Prison, Asylum/Immigration, Red Cross etc.).	Amanda Mullen	Before next HAB meeting	Please see above.

9	Annual Rent Increase	Issue rent increase letters to tenants explaining increases and support available.	Housing Service	End of February 2026	Finance will send letters out 24th to 26th Feb
10	Annual Rent Increase	Await Government announcement on Rent Convergence and update HAB when available.	Sian Grant / HRA Finance	January 2026 or next HAB	Government has confirmed that rent convergence will apply from April 2027. In the first year rent can be increased by CI+1% +£1. From April 2028 rent can be increased by CPI+1% +£2 until rent convergence is achieved.