

March 2026

To	Housing Advisory Board
From	Tenant Voice Forum
Subject	Tenant Voice Update
Purpose	In addition to the core members of TVF, wider tenants have also been engaged in some areas to provide broader insight and ensure the approach is representative
Decision required	For information
Status	Not confidential

Communication

The previous briefing note, highlighted concerns around communication standards.

Early improvements have been noted in the tone and clarity of some service messages.

Tenant feedback has continued through day-to-day discussions.

11 tenants attended a focus group, requesting to set up a Comms Review Group including website review, digital, social media, etc, ensuring consistency and ease of access.

Officer response and progress to date:

- Several training sessions have been held, and a clear and consistent process has been developed to ensure messages meet a high standard of quality and are appropriate for tenants.
- This includes the introduction of a structured approval process so that messages are reviewed before they are issued, ensuring they are written in plain language, avoid abbreviations, and are targeted to the correct groups to prevent duplication.

TVF will continue to review and feedback.

Performance

TVF have requested access to performance data, with particular emphasis on monthly data for each key service area, in a simple format, showing the last 12 months results, trends or averages over time, the targets for each service and whether those targets are being met.

TVF remain keen to schedule a dedicated performance learning session to build tenant understanding of how data is collected, measured, and reported.

Progress since last update:

- Performance team have begun exploring formats for monthly data dashboards
- Monthly and quarterly data is published which TVF can access and have suggested a summary or narrative to be included in quarterly insight to give meaningful understanding of performance and what improvements are being made.

Complaint Handling Process

TVF have produced a report summarising areas they have scrutinised and outlined recommendations which will be shared with leadership for actions to be taken forward.

TVF have continued to raise concerns regarding the accuracy and transparency of complaints reporting. These include errors identified in last year's Housing Ombudsman Complaint Service self-assessment, areas where compliance questions should have been answered with a clear 'yes' or 'no', and inconsistency with 12-month time limit discretion for making a complaint in the complaint's factsheet currently on the website.

They have also highlighted that they did not have an opportunity to review the new complaints policy before publication, despite their being enough time in July and August to do so. In addition, members feel that Stage 1 complaints being responded to by managers, can appear as though staff are marking their own homework, whereas the previous approach; where the complaints manager fully investigated and responded to them; felt more impartial from a tenant perspective.

Finally, TVF wish to note their concern that GDPR was given as the reason they could not observe Contact Centre calls. They feel this limits meaningful scrutiny, particularly as TPAS guidance suggests this should be possible, and that it may unintentionally give the impression of reduced transparency.

TVF requested these points to be raised so we can consider how best to address them and strengthen confidence in the process going forward.

Policy Review

TVF met new Strategy & Policy Manager and have assurance that timelines and process will be introduced for future policy reviews.

TVF also welcomed the discussion around creating policy-explainer videos to make key policies more accessible and tenant-friendly. They were also supportive of the idea that some policies may only require minor amendments rather than full reviews, provided there is still an opportunity for co-design, full feedback from the policy owner, and that all changes are clearly documented for transparency.

TVF have asked for assurance that their briefing notes are not edited into a more corporate style to fit the HAB pack but instead continue to reflect genuine tenant activity and discussions, presented in a professional and problem-focused way.

Future actions

Although formal activity has been limited and one member has since resigned, future activity is focused on ensuring that existing actions and previous commitments remain on track including maintaining oversight of communication and performance activity. There will also be a recruitment drive for wider TVF membership and a review of TVF Terms of Reference.

