

Briefing Note

To	Housing Advisory Board
From	Tenant Voice & Engagement
Subject	Feedback from Tenant Voice – June 2026
Purpose	To provide an update on tenant voice activity and influence
Decision required	For information
Status	Not confidential

Tenant Voice Forum (TVF)

As the Tenant Voice Forum is currently not quorate, formal meetings have been temporarily paused while a recruitment drive is underway with the aim of having members in place by July.

To ensure continuity of tenant engagement and maintain progress on priority service areas, a series of themed tenant review groups have been established over the last few months focusing on areas of the service where performance and satisfaction is not at target

- **Repairs**
- **Complaints**
- **Tenancy**
- **Communication**

Each group will have a tenant lead who will oversee activity within their area, with updates and outcomes reported through to the Housing Advisory Board. This approach ensures that tenant voice continues to influence service delivery and decision-making.

TPAS Review

The TPAS desktop review is currently being finalised, with findings due to be shared in June and interviews with staff and tenants following this review. Recommendations on strengthening our tenant engagement and scrutiny framework will be shared by late August/early September and monitoring of an action plan will be shared with HAB.

Scrutiny Activities & Outcomes

Repairs Review Update

A tenant-led group is being established to co-design improvements to the repairs service, including policy development, clearer communication and consistent timescales. This work is expected to strengthen service consistency and improve tenant satisfaction.

Complaint Review Update

A TVF scrutiny review made marked improvements on accessibility routes, response quality and consistency, alongside work to simplify processes and reduce escalation. This work will continue with the newly formed tenant complaint group, who have started to create an action plan to work through to improve the service.

Tenancy Update

A review of the ASB action plan will support the actions to be delivered against the Housemark ASB recommendations with a tenant-led panel.

Communication Update

TVF has previously reviewed tenant communications, leading to improved approval processes for SMS and email messaging via CX. They continue to provide oversight of service communications.

Further improvement is required around accessibility with activities planned for all the review groups when deep-diving their specific area. An example of this is the complaints review group identifying that signage relating to making complaints is not accessible to all.

Tenant communication continues to be a recurring theme within complaints, and ongoing training is being delivered to improve the use of CX for timely and appropriate communications. The forthcoming ICS survey is expected to identify further areas for improvement.

Performance Update

Performance information continues to be shared through established channels, including monthly tenant newsletters and quarterly reporting to HAB and on the website. Work on an easy-read format is a focus for the review groups.

Policy Influence

Tenant voice continues to play a key role in co-producing housing policies, ensuring that they reflect lived experience and support improved service delivery.

Whilst recruitment is underway, work in the background has been the reviewing of the policy and strategy register, following the new approval process and has established a programme of tenant-facing policies essential to co-production.

Tenant engagement has been prioritised for policies with direct tenant impact. However, due to the nature of some updates, particularly those driven by Regulatory Standards or compliance requirements, consultation has not been possible in all cases.

Planned areas of policy influence include:

- **Repairs Policy** – tenants will support the co-design of a policy, with a focus on clarity of service standards, communication, and timescales
- **Complaints Policy including compensation guidance** – ongoing tenant input is helping to simplify processes, improve accessibility, and ensure alignment with tenant expectations
- **ASB Policy** – tenant will feed into a review of the policy with key recommendations being fed into wider service improvement plans
- **No Access Policy** – with tenant roadshow planned during summer period

This approach supports a shift towards co-production, with tenants actively influencing policy development rather than reviewing at final draft stage. Outcomes and recommendations from tenant groups will be reported through to the Housing Advisory Board to provide assurance that tenant voice is reflected in policy decisions.

TSM Target Setting

The Tenant Voice Forum (TVF) has reviewed monthly performance against the Tenant Satisfaction Measures (TSMs). Due to the timing of the review the full year end data was not complete. Their discussions around targets have been that the service should aim to stretch itself and increase all the TSM targets reflecting our transitioning services and recruitment to teams.

This was valuable input and there is a shared recognition of the need for continuous improvement.