

Briefing Note

Housing Services

To	Housing Advisory Board
From	Kimberley Ryan-Dooner Tenant Engagement Manager
Subject	Tenant Engagement Update
Purpose	To provide an overview of Tenant Engagement Activities and Updates
Decision required	For information
Status	Not confidential

Key Achievements since July 2026

- 3 tenant review groups established (Repairs, Complaints and ASB)
- 2 tenant HAB members recruited
- Progress being made in exploring training opportunities, with three providers invited to present training packages to support tenant scrutiny, influence and governance
- Tenants continuing to influence policy reviews and service improvements
- Easy Read Complaints Guide co-produced with tenants
- TPAS review over 50% complete, with recommendations being developed to strengthen tenant influence and scrutiny arrangements

Complaints Group: Reviewed complaint themes and recurring service issues, challenging how easy it is for tenants to access services and raise complaints. The group has helped shape improvements to complaint information and communication, including co-producing an Easy Read Complaints Guide. The next review will focus on Compensation Guidance.

Repairs Group: Influenced the Repairs Policy and challenged issues relating to missed appointments, right-first-time repairs, contractor communication and support for vulnerable tenants. The next review will focus on the Lettable Standard.

ASB Group: Reviewed the ASB Policy and Improvement Action Plan, focusing on communication, support for victims, reporting processes and Housing Officer visibility. Feedback will be used to improve tenant information and understanding of responsibilities. The next review will co-design a tenant-friendly ASB guide.

The same messages are consistently being raised across all review groups: better communication, easier access to services, more visibility to Housing Officers, clearer information for tenants, better updates and learnings from complaints and feedback.

Over 50 recommendations received from the review groups, with over 12 tenants involved and continual promotion to get involved

Wider Engagement Activities

Alongside the review groups, tenants continue to influence services and neighbourhoods through estate walkabouts, action days, community events and consultations. Recent engagement has informed priorities for the £20 million Radcliffe Pride of Place investment, identified local environmental issues, and highlighted ongoing priorities around communication, access to services, digital inclusion and community learning opportunities.

TPAS Tenant Engagement Review

The TPAS review is now over 50% complete and has included document reviews, staff interviews and tenant discussions. Early findings suggest opportunities to strengthen the links between tenant influence, scrutiny, complaints, performance information and customer insight. Further tenant engagement will take place before recommendations are developed. Key areas of focus include refreshing the engagement approach, strengthening scrutiny arrangements, and clarifying governance and accountability.