Minutes of: **HOUSING ADVISORY BOARD**

Date of Meeting: 10 September 2026

Present: Councillor A Arif (in the Chair)
Councillors B Ibrahim, E FitzGerald, A Arif, J Roith and M Walsh

Also in attendance: Kate Waterhouse, Executive Director (Strategy & Transformation), Kimberley Partridge, Head of Housing and Neighbourhood Services, Claire Rogan, Head of Performance, Assurance and Improvement, Jill Brown, Vice Chair, Springs TMO, Bryan Simpson, Independent Member and Rachel Everitt, Democratic Services

Public Attendance: Andy W-Morris observing

Apologies for Absence: Councillor D Green, Ella Crookes

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1 APOLOGIES FOR ABSENCE

Apologies were received from Councillor Debra Green

2 DECLARATION OF INTEREST

There were no declarations of interest

3 MINUTES OF THE LAST MEETING

The minutes of the meeting held on 28 July 2026 were accepted as a true record.

4 ACTION TRACKER

Members noted the action tracker

5 TENANT VOICE REPORT

The Head of Performance, Assurance and Improvement provided an update highlighting:

- The 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.
- The 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.
- The 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.
- 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.

- 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.

Cllr Roith queried whether the 50+ recommendations made by tenants have been implemented. The Head of Assurance, Performance and Improvement confirmed that all recommendations have been reviewed and progress is being tracked.

Cllr Arif queried timescales for visibility and support for coproduction with families in relation to ASB and the Head of Performance, Assurance and Improvement agreed to provide timescales.

Bryan Simpson queried the diversity of the review group and whether there were any age/race profiles available. The Head of Performance, Assurance and Improvement advised that there are limited numbers at the moment and acknowledged that we need to be more diverse and representative of the communities we serve.

Members discussed the difference between the Bury figures and the Springs TMO figures and what could be scaled across Bury. Members were reminded that Springs is a small estate with 284 properties, a dedicated manager, director and staff and this can't be scaled across Bury.

The Head of Housing and Neighbourhood Services advised that a mass door knocking exercise, which is targeting tenants who haven't been in touch with us before is being planned. This will increase visibility, and help to understand tenants issues and improve engagement

Members noted the report.

6 TENANT PARTICIPATION ADVISORY SERVICE UPDATE

The Head of Performance, Improvement and Assurance introduced the report highlighting

- Six of the nine consultancy days have been completed.
- A desktop review has been undertaken, although this was delayed due to the phased sharing of documentation and the timing of the regulatory inspection.
- Discussions have taken place with key stakeholders including service leads, managers, frontline staff and elected members
- Cross-service staff workshops have been completed, generating a range of findings and potential actions to strengthen resident influence across services.
- Initial resident engagement has taken place; however, feedback has so far been obtained from only two engaged residents.

Next Steps were confirmed as:

- Complete the final reality-checking discussions with tenants and the Engagement Team.
- Undertake a comprehensive review of findings from all engagement activity completed throughout the consultancy.
- Receive the consultant's final recommendations and proposed next steps.

- Consider recommendations and develop an implementation plan, including ownership, reporting arrangements and timescales.
- Progress the refresh of the Tenant Engagement Strategy, scrutiny framework and resident influence arrangements

Bryan Simpson queried whether there was any idea on timescales? The Head of Performance, Improvement and Assurance confirmed it was anticipated it will be a 12-18 month improvement plan.

Councillor Arif advised members that the report is expected next week and this would be shared with HAB members in early October to give as much time for members to review before discussion at the next Housing Advisory Board meeting.

Members noted the report.

7 ANNUAL TENANT VOICE REPORT

The Head of Performance, Improvement and Assurance highlighted some of the achievements including:

- Strengthening tenant influence through the Tenant Voice Forum and the introduction of Tenant Voice briefing notes to the Housing Advisory Board, creating a more formal route for tenant feedback and challenge to be considered in governance discussions.
- Increased tenant participation in service reviews, policy development, scrutiny activities, community events and consultation exercises.
- Tenant-led scrutiny of complaints handling, resulting in improvements to communication, accessibility and customer information.
- Tenant influence on the development of new policies.
- Delivery of learning and development opportunities supporting 103 tenants and volunteers through 14 training courses.
- Investment in community engagement activities, grant funding, estate action days and environmental improvement projects that have strengthened neighbourhoods and community cohesion
- Positive movement in key tenant satisfaction measures, including overall satisfaction increasing from 70.6% to 73.9%, satisfaction with being treated fairly and with respect increasing from 74.9% to 76%, and satisfaction with being kept informed increasing from 65% to 68.1%.
- Whilst tenant scrutiny and influence are not yet where we want them to be, a range of engagement activities were delivered throughout 2025/26 to provide tenants with opportunities to contribute to service improvements and local initiatives.

Councillor Roith commented that lots of tenants in Unsworth particularly, feel quite marginalised and like there has been a disconnect.

The Head of Housing and Neighbourhood Services advised that we need to manage expectations as we are constricted by housing allocations policy but acknowledged that we need better communication

Councillor Roith queried how we engage with ward councillors who could bring a lot of value to tenant engagement

The Director of Housing committed to setting up meetings with ward councillors.

Members discussed other options for engaging with residents and agreed we can work better together to ensure all residents engaged.

Members noted the report.

8 SPRING TMO ANNUAL ASSURANCE REPORT

The Head of Performance, Improvement and Assurance introduced the report and highlighted

- Springs Tenant Management Co-operative (TMC) provides services to the 284 homes it manages on behalf of Bury Council. Springs TMC performs well in a number of key areas, including repairs, tenancy management, complaint handling and tenant satisfaction. Most Tenant Satisfaction Measures compare favourably against regulatory benchmarks and locally agreed targets.
- Safety compliance performance has remained high throughout the year, with gas, fire, asbestos and electrical safety requirements consistently meeting or close to 100%. Reviews undertaken by Bury Housing Services' Compliance Team identified opportunities to further improve property compliance reporting. This will improve oversight, assurance and the quality of management information. Support has been provided to Springs TMC and will continue to support ongoing improvement.
- The review identified some areas for further development particularly around governance assurance, risk management, audit arrangements and property compliance reporting, monitoring relating to rent arrears and damp and mould cases.

The Housing Director advised that one of the reasons this report came about is because the inspector thought we didn't have enough oversight of Springs TMC. They have been doing a good job but we are now meeting regularly to ensure we have the assurance required.

Councillor Roith questioned what long term funding arrangements are in place to spend money on existing assets and what happens to the surplus in the accounts. The Housing Director confirmed that it is a self financing arrangement with rent surplus reinvested into properties. Part of the ongoing work with the consultant is to map out what Springs TMC should be paying back, if anything.

Bryan Simpson queried the stock condition survey and was advised that we are providing support on the delivery of the Stock Condition Survey to Springs TMC.

Members noted the report

9 ASB AND TENANCY MANAGEMENT REPORT

The Head of Housing and Neighbourhood Services introduced the report highlighting:

- In Quarter 4 2025/26, only 32% of cases had a completed risk assessment. During Quarter 1 2026/27, completion rates improved significantly to 83%. Action plan compliance remained strong at 85%.
- Continued increase in our visibility on estates through action days, targeted events and regular walkabouts. We engaged tenants through our ASB Forum and developed an action plan to improve our cleaning and grounds maintenance service following feedback from the recent tenant survey.
- Managed 103 tenancy support cases through quarter 1, with 12 cases successfully closed following positive outcomes for tenants. Support provided included helping tenants to sustain their tenancies, assisting with furnished tenancy arrangements, and delivering additional support to care leavers during the early stages of their tenancies. New tenancies involving care leavers are closely monitored to ensure appropriate support is in place,

The Head of Housing and Neighbourhoods confirmed the actions moving forwards are:

- Continue regular case audits and Head of Service reviews to improve compliance, case progression, and quality assurance.
- Improve the quality of equality, diversity, vulnerability, and customer profile data.
- Ensure risk assessments are completed and reviewed throughout the life of every case.
- Continue to focus our resources and interventions in identified hotspot locations, including Ribble Drive and areas of Radcliffe.
- Strengthen customer insight by improving survey response rates and reviewing feedback, complaints, and outcomes to identify service improvements.
- Continue to communicate enforcement outcomes to residents, providing reassurance and encouraging reporting.
- Deliver and monitor the Housemark Improvement Action Plan through regular performance reviews.
- Further develop the ASB Tenant Forum and use resident feedback to shape service delivery and policy development.
- Increase tenant engagement and visibility through additional housing drop-ins, action days, tenancy visits, and targeted door-knocking activities.

Bryan Simpson queried whether we have we identified customers we don't hear from and prioritise them and was advised we have a no contact report

Councillor Walsh queried how we escalate issues and was advised that it depends on the circumstances . some of the options include making sure the right support is in place, early intervention to see what can resolve issues, if a resident breaches their tenancy agreement reviewing what are next actions and considering whether a property is right for an individual. Eviction is the last course of action.

Councillor Walsh queried whether we use cameras and was advised we purchased a camera to be used at Eton Hill for a month. A fine was issued for fly tipping and we have seen a reduction in fly tipping in that area since the camera has been there.

Members noted the report.

10 ALLOCATIONS POLICY REVIEW

The Director of Housing advised members that there is a need to make a small change to policy. Within the councis wider housing stock there are some properties that sit within parks and have tied in tenants who are about to retire.

These residents can't retire into those tenancies so in order to rehouse them we need to make them an offer, however the current policy is silent on tied tenancies. This will need to go to cabinet for approval

Councillor Roith queried whether tenancies would only be in the name of the retiring employee or whether it would include family members and was advised if they live with a partner it could be a joint tenancy

Councillor Walsh queried direct lets and was advised they are only used in certain circumstances. There is a review of the allocations guidance being conducted by the Government, and the Director Housing agreed to circulate the question to all members. The Allocations Policy will be reviewed again, once the guidance has been published.

Councillor Roith flagged a discrepancy on the numbers provided and the Director of Housing agreed to check the numbers provided.

Members noted the report and recommended the updated Allocations Policy to be sent to Cabinet for approval.