

Meeting Date:	21 January 2025
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Resident Representative

Residents were updated that a tenant was appointed as Resident Representative on the Board of Trustees and Chair of the Resident Forum. It was noted that the role would ensure that resident's voice was heard and provided a valuable opportunity for the organisation to engage with residents.

Big Picture Update

The Director of Housing and Estates (DH&E) delivered a summary of recent housing updates both internal and external to the organisation. Discussions were had about the regulatory changes to housing standards with the introduction of Awaab's Law, residents were updated that the Housing Team had completed specialised training in mould and damp to ensure the team were equipped with the appropriate knowledge to ensure compliance with regulations.

In anticipation of the launch of the 2025 Tenant Satisfaction Measures (TSM) survey, residents were reminded of the 2024 results and the ways which the organisation responded to results, such as the improvements to the complaint handling process. Residents were also informed of the outcome of the Housing and Estates Team restructure, which some members of the forum had participated in the resident interview panel.

Tenant Satisfaction Measures Survey 2025

The Area Manager for Housing (AMH) would lead the 2025 TSM Survey and was to be supported by the Housing Team and volunteers from the wider organisation. Residents were informed that the survey would be conducted at their homes between 10 – 21 February 2025, and the results would be presented to the Resident Forum in April 2025. It was highlighted that the organisation had committed to conduct the TSM Survey annually, the DH&E emphasised the valuable insights that the survey results provided.

The group discussed ways to increase resident engagement with the survey, it was suggested that an event could be arranged to present the results to residents and deliver action plans from the findings.

Anti-Social Behaviour Review

The group were updated on the planned review of the antisocial behaviour policy and procedure which the AMH had started to review, the Resident Forum would be consulted with an opportunity to provide feedback at the review at the next meeting. Residents raised that the current procedure for handling antisocial behaviour required changing as it failed to work in their experiences and that action had not been taking when incidents were reported. The AMH appreciated the resident's feedback and did note that the policy and procedure did not include an action plan or clear timelines for when incidents had been reported.

The DH&E acknowledged that antisocial behaviour was an emotive topic for residents and appreciated the discussions which were had; and assured the group that the organisation as committed to reviewing and improving antisocial behaviour process in 2025.

Complaints Performance

The complaints performance review identified the positive work which had been implemented to improve the complaints handling process in 2024. The Resident Forum had supported with the review of the complaints policy and creating the complaints procedure infographic to

support residents in raising a complaint. The DH&E was confident that complaints were now handled effectively and was assured that progress had been made.

Three complaints had been received since September 2024, with themes of noise complaints, antisocial behaviour related issues, and a complaint about Support Worker behaviour. The DH&E assured residents that the complaints were upheld, and that actions had been taken to resolve the concerns and improve.

Rent Increase

The Income Finance Manager provided residents with an overview of the letters which every resident would receive to notify them of the annual rent increases. Templates for the letter were shared to familiarise residents with the information; the front page of each letter clearly stated what each resident needed to do and how much they were to pay from April 2025. Residents were encouraged to speak to their Support Worker or contact the Income Team if they had any concerns or needed support regarding the rent increases and managing finances.

Housing Pathway

The group discussed the possibility of developing a housing pathway towards independent living for residents who felt limited by supported living. The Chair presented the idea to the group and considered how independent living would allow for employment opportunities and not limit residents to single occupancy accommodation. The importance of living with their children and families was discussed by residents. Residents raised that the pathway would need to provide floating support as it was acknowledged it would be a significant step for individuals to end their support provided within supported living. Residents did note that supported living was limiting for some individuals.

The DH&E advised that to enable the development of independent living the organisation would need to consider partnerships with councils and housing associations to provide the opportunity for existing residents to transition to housing with less support.

Any Other Business

Residents requested details of who to contact with any queries before the next Resident Forum. Residents could raise any issue with their Support Worker teams or contact the Supported Housing Manager.