

Meeting Date:	23 September 2025
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Landscaping contract

The importance of well-maintained outdoor spaces for both resident wellbeing and organisational reputation was discussed and the forum discussed feedback regarding the current landscaping contractors. Although some service quality concerns had been addressed, reliability remained a key issue. Residents were encouraged to participate in the upcoming contractor procurement process starting Autumn/Winter 2025.

Residents expressed interest in being involved in both the contractor interviews and potentially contributing to the landscaping work itself. Residents were updated that the possibility of awarding contracts to multiple local providers was being considered to improve efficiency. Residents highlighted the need for clearer communication about gardening schedules, and it was noted that contractors previously lacked sufficient property information, which is now being improved to support better service and accurate quote

Resident's Annual Report

Residents reflected on the 2024 annual report to residents in preparation for the creation of the 2025 report and residents provided feedback on what topics were to be included. The forum supported the suggestion of a spotlight on the Resident Forum to demonstrate the work of the group and increase membership.

The 2025 report would include tenant satisfaction measures results, information on how to make a complaint, anti-social behaviour case studies, and property services performance.

Anti-Social Behaviour (ASB)

At the June 2025 Resident Forum, the revised anti-social behaviour (ASB) policy was shared, and residents provided further feedback on the policy. A new ASB procedure had been created to demonstrate how the organisation would manage ASB cases, initial comments were received regarding the accessibility of the written procedure; the Interim Head of Housing and Property Services advised an easy read version was also being created. Further resident feedback on the procedure would be gathered at the next forum.

The forum was informed of the ASB workshop which would be delivered by the Housing Quality Network in December 2025.

Condensation and Mould Leaflet

The condensation and mould leaflet, developed by the Property Services Officer, was shared with residents and explained new legal requirements for landlords under Awaab's Law from October 2025. Residents suggested improvements to make the leaflet clearer and more accessible, and raised concerns about poor ventilation and maintenance service, which were acknowledged by staff.

Connected Client Project

The Head of IT (HIT) delivered an update on the Connected Client Project, which aims to bridge the digital divide and provide residents with safe access to digital platforms and skills. Residents were informed they could help shape the project through a client group and questionnaire. Residents expressed an interest in the project and raised questions surrounding IT security, skills, and the cost of the data and Wi-Fi for residents.

The project will also explore peer mentoring, device security, and extending IT helpdesk service to support to residents. The HIT was to provide residents with a further update in December 2025.

Resident Forum Terms of Reference

Following the appointment of the new Resident Chair in June 2025, the Head of Corporate Governance (HCG) outlined plans to create a Terms of Reference for the Resident Forum, which would clarify the expectations of the Resident Forum for both residents and colleagues.

The meeting recognised the resident voice and how it contributes to Governance, the HCG hoped to strengthen the resident voice at Board level. It was suggested that the Forum could review key reports such as customer facing deep dives and regulatory self-assessments to input their views and challenge officers before the reports go to Trustees.