

Meeting Date:	26 June 2025
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Complaints Performance Review

The Chair assured residents that improving the complaints process remained a priority, following the publication of the 2025 Tenant Satisfaction Measures (TSM) results. An action plan was introduced to enhance complaint handling, promote a positive complaints culture, and raise staff awareness.

Residents were informed about new transaction surveys which would be conducted following a complaint being concluded to gather feedback on the complaint handling service. Residents shared feedback on the gardening services, many residents raised that the service was not as expected. The Chair was committed to reviewing and challenging the landscaping contract, and ways which residents could be notified of visits and quality checking was to be explored.

Anti-Social Behaviour (ASB)

The forum revisited the ASB discussions from March 2025, where residents shared personal experiences and expectations for effective ASB handling. The revised ASB policy was shared with the forum for feedback. Residents were invited to attend a Housing Quality Network ASB training session on 23 September 2025, which would address the concepts included in the policy and provide residents with knowledge to help safeguard themselves and their neighbours

The forum acknowledged the need to raise awareness of ASB services through events and online content. Residents were invited to the upcoming 'Our Place, Our Voice' event on 1 July 2025, which would include partner agencies such as Safer Leeds and Forward Leeds.

Residents raised concerns were raised about the time taken to resolve ASB cases and were assured that the introduction of action plans with clear timeframes, regular review meetings and intervention plans were improving case handling.

Residents requested updates on any policy changes and supported the idea of reviewing anonymised ASB cases to hold St Anne's accountable.

Service Level Agreement (SLA)

The Director for Housing and Estates (DH&E) updated the forum that the repairs and maintenance SLA is under review to drive continuous improvement and ensure compliance with new legislation, including Awaab's Law.

The revised SLA would clarify repair timescales, and residents were invited to contribute their views to ensure the process from reporting to resolution meets expectations. One resident raised concerns about the handling of emergency out-of-hours repairs, citing a delayed response to a broken front door.

The SLA review was scheduled for completion before October 2025.

Resident Forum Chair

Residents were invited to consider volunteering as the new Resident Forum Chair, with support available from the housing team and TPAS, a national tenant engagement organisation.

The Chair had recently met with TPAS to discuss the different opportunities at St Anne's for resident engagement, which was positively received by TPAS who wanted to explore resident engagement at ST Anne's as a case study. Residents were thanked for their ongoing contributions to the forum and St Anne's; residents were advised that TPAS could join a future resident forum to learn more about resident's experiences and opportunities. Residents were encouraged to explore TPAS resources and webinars.

The forum discussed the need to attract new members to broaden representation. Suggestions included promoting the forum in the resident newsletter and using transaction surveys to identify residents interested in joining. The Supported Housing Manager confirmed more residents would be invited to the September 2025 forum.

Tenant Satisfaction Measures (TSM) Results Booklet

The Tenant Satisfaction Measures (TSM) results booklet was shared with forum members in advance of the upcoming 'Our Place, Our Voice' event. Copies would also be delivered to residents unable to attend. The forum discussed the importance of hosting events beyond Leeds to ensure broader resident participation.

Annual Report to Residents

The DH&E introduced the upcoming annual report, which would highlight St Anne's work and achievements. It would be written during the summer, with a review scheduled for the September 2025 Resident Forum before publication.

Residents were invited to contribute short biographies explaining their involvement in the forum and its benefits, with the aim of encouraging wider participation. The final report would be published on the website for accessibility and presented to the Board in October 2025.