

Meeting Date:	3 rd March 2026
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It had been decided prior to this meeting that the position of Chair would be renamed to Tenant Ambassador.

Tenant Satisfaction Measures (TSM) - results and action plans

The Tenant Satisfaction surveys, initiated in November 2025, were nearly complete, with both in-person and telephone interviews conducted. Although overall satisfaction had slightly decreased but response rates had improved compared to last year. Key findings include high satisfaction with repairs and safety in homes, both scoring around 90%, and an increase in positive feedback on complaints handling. However, the score for positive contribution to the neighbourhood had fallen, possibly due to misunderstanding of the question, prompting the development of an action plan to address this issue.

The Forum discussed ways to enhance communication about community events and collaboration with partner organisations to further improve the neighbourhood. Notably, feedback indicated a reduction in Anti-Social Behaviour (ASB) following focused workshops and training for staff and tenants. The Housing Team would complete the remaining surveys, report results to the Regulator of Social Housing, and plan a future session to finalise the action plan and outline next steps.

Homes Standards Workshop

The DH&E discussed plans to increase housing provision and convert multiple occupancy homes to single occupancy. The Area Manager for Housing (AMH) conducted a Home Standards Workshop which focused on gaining Tenant input on their ideal home features, with high priority given to good ventilation, larger kitchens with ample worktop space, and bedrooms with double beds. These suggestions will inform the creation of a St Annes Homes standard by AMH. The new Head of Property Services also introduced himself, confirming organisational intentions to expand the DLO team to cover most repair tasks, while electrical and gas work will remain outsourced.

Any Other Business

The AMH announced that UK Landscapes would be taking over the ground maintenance contract for the organisation, which was positively received by the group due to the company's local knowledge and values. There was encouragement for tenant involvement in gardening, one forum member offered to liaise with UK Landscapes and discussions were held about a tenant becoming a 'Ground Inspector'. It was suggested that a UK Landscapes representative join a future Tenant Forum meeting. The Forum also agreed to have the newsletter creator attend meetings to capture content directly. Positive feedback was shared regarding the window cleaning service, which will be passed on to Freshology. The AMH reminded members that a TPAS representative would attend the next Forum on 03/06/2026. Finally, the need to promote the Tenant Forum was discussed, which included trying new venues and inviting the Business Development team to create promotional content for social media circulation. The DH&E also raised the possibility of a Trustee attending the Tenant Forum.