

Meeting Date:	4 June 2026
---------------	-------------

The Head of Housing confirmed continued compliance with Consumer Standards and the Housing Ombudsman's Complaints Handling Code, while identifying a need to improve communication of housing performance and tenant engagement. Complaints remained low, with repairs as the main issue, and satisfaction levels were generally positive. Tenant feedback highlighted the importance of community and access to local services, leading to agreed improvements to the Tenant Handbook, which would be updated and include an easy-read version.

Regulator of Social Housing Consumer Standards

The Head of Housing confirmed that all Consumer Standards continue to be met, while identifying opportunities to improve how housing performance information was communicated, with the forthcoming strategy expected to support these improvements.

Review of the annual Complaints & Housing Ombudsman complaints handling code.

The Head of Housing outlined the Housing Ombudsman and confirmed ongoing compliance, with low complaint levels mainly relating to repairs.

TSM Update

The Head of Housing reported positive Tenant Satisfaction Measures (TSM), including satisfaction with repairs and complaint handling, alongside improved working with the police on anti-social behaviour, while recognising the need to strengthen tenant engagement. Tenant discussions highlighted the importance of community and access to local services, leading to a proposal to enhance the Tenant Handbook with clearer information on nearby amenities and support services.

Tenant Handbook Update

Housing Officer presented the updated Tenant Handbook, emphasising a simple and user-friendly approach, with the group suggesting practical additions such as support information, key contacts and clearer navigation, and confirming that an easy-read version will also be developed.