

Meeting Date:	16 December 2025
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St Anne's Strategy 2026-2031

The Director of Housing & Estates (DH&E) presented an overview of the organisation's new Strategy, following the recent consultation at the Strategy Roadshows involving tenants, clients, and colleagues. The Forum discussed the importance of homes being safe, homely, energy-efficient, and providing value for money. Tenants welcomed opportunities to partner with St Anne's in implementing the strategy and expressed interest in volunteering.

The forum would receive regular updates throughout 2026 on the strategy delivery. Tenants raised some concerns about increased digitalisation and the use of AI, particularly around safety and digital exclusion; assurances were provided that processes would be followed to ensure tenants were safeguarded before any changes were implemented. The Connected Client project, led by the Head of IT, was addressing digital exclusion, and tenants would receive information and training as part of this initiative.

Anti-Social Behaviour (ASB) Procedure

The interim Head of Housing and Property Services (HOHPS) presented the initial draft of the new ASB procedure to tenants and welcomed feedback. The procedure was developed following concerns that the existing ASB service had not been consistently following the same process and would supplement the new ASB policy.

During the discussions, tenants were informed that a new housing management system would be introduced in 2026, which will improve the ability to track and record ASB cases. It was noted that there is currently a lack of awareness among tenants and clients about how to report ASB, and training will be delivered in 2026 to address this.

The draft procedure outlined how ASB incidents should be reported and the timescales for receiving a response and updates. Tenants raised concerns that incidents reported outside normal office hours, particularly by email, might affect response times. The HOHPS acknowledged this and committed to clarifying timescales in the next draft.

Tenants were satisfied with the initial draft of the procedure, and a final draft would return to the forum for tenant approval.

Complaints Performance

Tenants were updated that since September, three complaints were received regarding contractor repairs; two were upheld and one partially upheld, with apologies and compensation offered to affected tenants, and improvements communicated to the contractors. Tenants discussed the procurement process for contractors to ensure that a good service was delivered and also provided value for money for the organisation.

Tenant Handbook Review

The Housing Officer shared the current tenant handbook with the forum, noting that it was lengthy and contained outdated information. Tenants were asked to identify the most important content for inclusion in the revised version. Feedback included the need for information on the local area, clear emergency contact details, guidance on repairs, tenancy agreements, and financial support.

Tenants also suggested useful items which could have St Anne's branding to be included in a tenant welcome pack. Tenants identified formats for the handbook to be presented in including digital, printed, large print, and easy-read versions. The forum would be kept updated with the development of revised handbook and would receive further drafts at future meetings.

Rent Setting Update

Colleagues from Finance joined the forum to deliver an update to tenants on the rent setting letters which would be issued in February 2026 and provided an explanation of how the costs were calculated. It was addressed that utility prices were expected to increase next year but the Finance team were actively exploring the market for the best deals and working with councils to mitigate any impact.

Housing Support Workers would be available to support tenants to understand the breakdown of the rent letter and escalate any financial concerns. It was also suggested that the Finance team hold drop-in surgeries at properties to answer questions about rent and finances.

Resident Forum Terms of Reference

The Head of Corporate Governance drafted the Terms of Reference (TOR) for the Tenant Forum. The TOR set out the forum's purpose, the Chair's responsibilities, meeting frequency, and reporting arrangements to the Board. Tenants confirmed that the TOR accurately reflected current practice and approved the document, effective from 16 December 2025, with an annual review scheduled