Tenant Forum Report

Meeting:	Tenant Forum							
Meeting Date:	10 September 2026							
Committee:	Quality & People Committee							
Author:	Corporate Governance Officer / Chair							
Status:	Information	X	Discussion	X	Approval		Decision	

Introduction
This report summarises the discussions from the Tenant Forum which took place on 10 September 2026

Main Business

Annual Report to Tenants
The forum discussed plans to create an Annual Report to Tenants, bringing together information that was already shared with tenants but currently provided in different ways and at different times. Members were invited to contribute ideas on what should be included and how the information could be captured. The planned rollout was for early 2027.

STAIRs (Social Tenant Access to Information Requirements)
The group received an update on STAIRs from the Governance team, with phase one due to come into effect on 1 October 2026. This would require certain housing-related information to be published on the organisation's website. Phase two would take effect in April 2027 and would allow tenants to request further information. A further update would be provided at the next meeting once the legislation was live.

The St Anne's Homes Standard
Work on the new St Anne's Homes Standard was underway. It had been shaped by feedback from the March 2026 workshop and information gathered through stock condition surveys. The standard would set a consistent expectation level for all St Anne's homes.

Tenant Cookbook
The forum discussed the ongoing Tenant Cookbook project, which invites tenants, clients and staff to contribute recipes, video tutorials and budget meal ideas. A project group was due to meet later in September 2026. The forum supported the idea of a physical cookbook alongside an online or digital version.

TSM (Tenant Satisfaction Measures) Booklet
The Forum received an update on the TSM Booklet, which set out key survey findings from spring 2026, including performance information, complaints and repairs updates. It was confirmed that the booklet would be shared with all tenants. The Forum discussed how often the TSM survey should be completed and agreed that, as St Anne's is only required to carry it out every two years, this would be the preferred approach rather than continuing annually. The new housing management system, due to go live in October 2026, will also

enable more timely feedback to be gathered through immediate surveys following incidents or complaints.

Any Other Business

The Forum received updates on the upcoming PROUD Awards, including the opportunity to nominate tenants who volunteer.

An update was also provided on the Tenant Portal, which is expected to follow the rollout of the new Homemaster system and will be discussed further at the next meeting, with IT representation suggested.

Members also took part in an informal discussion using TPAS participation cards, reflecting on whether tenants felt listened to and able to speak openly. A concern was raised about repairs and maintenance inspection appointments, particularly the need for clearer communication, more consistent appointment information, and the possibility of offering morning or afternoon appointment windows.

Decision item

The Tenant forum would like to invite a Trustee to attend the meetings and are proposing attendance of twice a year. The Trustee would take on the role of Housing Champion and have the opportunity to engage directly with our Tenants ensuring their views are heard at Board level.

Head of Housing / Co-Chair