



Tenant Board

24th June 2026

Agenda



- ▶ Declarations of interest (2 mins)
- ▶ Action(s) from last meeting (3 mins)
- ▶ Asset Management Strategy (10 mins)
- ▶ Voids Scrutiny information sharing (50 mins)
- ▶ Housing Ombudsman Self-Assessment (15 mins)
- ▶ Any other business (5 mins)

Actions from last meeting



- Send Tenant Board update on ASB Scrutiny project - Agenda item added for July to discuss in detail, along with other scrutiny action plans.

Declaration of interest



- ▶ None required at this meeting as there is nothing to vote on.



Asset Management Strategy

Verbal update

Victoria Freer

Voids Scrutiny Information Sharing

All



Voids Visit - Babergh: Shotley and Brantham

Liz Perryman and Tim Riach

Shotley



Shotley



- ▶ Two-bedroom bungalow in quiet estate location
- ▶ Became void when previous tenant passed away
- ▶ Clear that it had been maintained but in recent years probably too much to manage.
- ▶ Some furniture and possessions remaining in property.
- ▶ Garden overgrown but manageable.
- ▶ Kitchen and bathroom in need of replacement.
- ▶ Void classification - Major

Brantham



Brantham



- ▶ Two-bedroom bungalow at the end of a lane overlooking a churchyard
- ▶ Became void following issues with ASB and deliberate damage to the home, including setting of fires in the garden.
- ▶ Kitchen and bathroom will both require replacement.
- ▶ All internal doors damaged along with some floors.
- ▶ Property clearly not well looked after in any way.
- ▶ Void classification - Major

Findings:



- ▶ What happens to possessions left in properties?
- ▶ What happens to sheds / greenhouses etc?
- ▶ Allocations policy and viewings of properties left in a poor state.
- ▶ Allocations handling when previous tenant has caused issues with neighbours and communities.
- ▶ Properties with large gardens – how tenants are allocated these and how they are monitored.
- ▶ Logistics of Voids repair service in terms of kitchens and bathrooms – ordering / stock etc.



Voids Visit - Mid Suffolk: Stowmarket and Eye

Gerry Crease and Paula Warren

Stowmarket



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CT
er



Stowmarket



- ▶ Neat bungalow with two bedrooms within walking distance of town centre.
- ▶ Property left in good decorative order.
- ▶ A few broken fittings but more in terms of 'wear and tear'.
- ▶ Garden overgrown but easily manageable.
- ▶ Shed left in rear garden.
- ▶ Kitchen and bathroom both in good order.
- ▶ Void classification - Standard

Eye



Eye



- ▶ Three-bedroom, two storey house on mixed estate.
- ▶ Property had been cleaned prior to both our visit and the survey.
- ▶ Very poor decorative order throughout.
- ▶ Large amounts of damp as single skin extension has been used as a bedroom with no insulation.
- ▶ Kitchen and bathroom both in need of replacement.
- ▶ Garden – unable to access due to being completely overgrown up against the house to a height of around 10 ft.
- ▶ Void classification - Major

Findings:

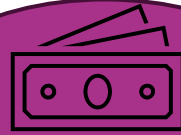
- ▶ Lettable standard relating to gardens.
- ▶ Being flexible when re-painting and choosing either white or magnolia to suit the property and condition of it.
- ▶ Issues only becoming clear once wall and floor coverings are removed – affecting timescales.
- ▶ Asbestos survey during compliance phase.
- ▶ Gifting of curtains / carpets etc. where suitable – judgement call.
- ▶ Preclean and post clean – pre-clean where survey impossible without.
- ▶ Usage of electricity while property is empty.
- ▶ Recharges – issues with tenants who have moved on and also those who have passed away.



Themes from issues found



Carpet / Curtains / Furniture



Recharges

Logistics



Allocations



Viewings



Respect



Communities



Redecoration



Gardens



New Lettings - survey results

Georgia Mecoy

Purpose of presentation:



- ▶ To present Acuity data for surveys completed February-May 2026
- ▶ To present data from our own survey completed February-April 2026
- ▶ Present a summary of strengths and weaknesses and tenant experiences around the lettings and voids process. This will help influence their decision making on what to scrutinised in the Voids and Letting service in the summer.
- ▶ Have included the summaries of strengths and weaknesses.

Click to view trend 	BDC	MSDC
Overall Lettings	93%	92%
Overall Experience Lettings	100%	88%
Explain Responsibilities Lettings	93%	89%
Info & Advice Lettings	93%	85%
Condition at Letting	73%	77%
Helpfulness of Staff Lettings	100%	100%
Kept Informed Lettings	100%	81%
Easy to Deal With Lettings	93%	88%
NPS Lettings (Promoters)	71%	77%

How we compare with other landlords

- Babergh
- Mid Suffolk
- Average

Lettings 2025/26						
	Max value	75th percentile	Median	25th percentile	Min value	Average
Overall Lettings	98.2%	92.4%	87.0%	84.3%	80.0%	88.4%
Easy to Deal With	94.8%	93.3%	90.6%	85.6%	80.6%	89.1%
Helpfulness of Staff	96.9%	94.5%	92.9%	86.8%	83.3%	91.0%
Kept Informed	92.2%	87.3%	84.3%	79.4%	75.0%	83.6%
Condition	96.3%	86.2%	74.8%	69.4%	63.4%	77.4%

Comments: thematic analysis



Theme	Positive mentions	Negative mentions	Total mentions
Staff experience	3	1	4
Property condition	1	8	9
Repairs delays	2	10	12
Contractor quality	0	4	4
Communication	1	6	7
Expectations gap	0	5	5

In summary...

Strengths and weakness themes from both surveys

Strengths

Across both datasets, tenants consistently highlight:

Positive staff interactions

- ▶ Friendly, supportive and helpful staff remain a key strength

Clear and straightforward lettings process (when working well)

- ▶ Efficient transactions and good initial communication

High satisfaction where properties are ready at move-in



Weaknesses



1. Property condition at move-In

Properties are not always:

- ▶ Fully prepared
- ▶ Meeting expected standards

2. Delays to repairs

Most consistently reported issue across both surveys

Includes:

- ▶ Repairs outstanding at move-in
- ▶ Long delays to resolution
- ▶ Cases involving safety concerns

3. Communication during issues

Communication is generally good initially but:

- ▶ Breaks down when problems arise

Tenants report:

- ▶ Having to chase updates
- ▶ Lack of clarity on timelines

Lettable Standards review –discussion from Board reps who reviewed



▶ Lettable Standards reviewed:

- ▶ Babergh & Mid Suffolk
- ▶ Anchor Housing

We are waiting to receive a Lettable Standard from East Suffolk. We are hoping to send both Ipswich Borough Council and East Suffolk's at the same time before the next meeting.

June 2026 Board meeting

- ▶ Tenant Board will relay what they found from site visits and reviewing the voids lettable standard.
- ▶ Georgia and Kerry to share results from surveys before the June meeting
- ▶ In the June meeting we will use this evidence to understand what scrutiny works needs to take place to improve the service.
- ▶ *E.g. if the site visits are not reflective of the lettable standard, we could look to scrutinise the management of voids works.*



July- September

- ▶ Scrutiny project is underway (e.g. workshops, further surveys)
- ▶ Recommendations on improvements are decided on
- ▶ Recommendations reviewed by managers and added to an action plan

October onwards

- Scrutiny is reviewed by Overview and Scrutiny Committee
- Recommendations start to be accomplished
- Tenant Board continues to review action plan





Housing Ombudsman self assessment

Phillipa Alston

Head of Customer Experience

Any Other Business

- Timings for future Board meeting - discussion
- Next meeting Wednesday 29th July.
 - Forward plan:
 - Voids Scrutiny project
 - Previous scrutiny action plan updates
 - Tenancy Fraud information sharing

