

Tenant Board Meeting

Tuesday 2nd June 2026

(May meeting)

Attendees:

Liz Perryman (LP)	Tenant Board Member (Chair)
Gerry Crease (GC)	Tenant Board Member
Tony Cole (TC)	Tenant Board Member
Paula Warren (PW)	Tenant Board Member
Vicky Freer (VF)	Tenant Insight and Improvement Manager
Kerry Lecomber (KL)	Tenant Engagement Co-ordinator
Lyndsey Ridgewell (LR)	Housing Regulatory Support Co-ordinator
Cllr Richard Winch (RW)	Housing Portfolio Holder (Mid Suffolk)
Cllr Ruth Hendry (RH)	Housing Portfolio Holder (Babergh)
Dean Moran (DM)	Ridge (stock condition surveyors)
Caroline Tully (CT)	Ridge (stock condition surveyors)
Carol Richard (CR)	Tenant – observing

Introduction

LP thanked everyone for attending the rearranged meeting and made introductions.

Apologies were received from:

- Sara Szczepanski, Tenant Board Member
- Georgia Mecoy, Tenant Engagement Co-Ordinator.
- Richard Spencer, Head of Service
- Cllr Winch will have to leave around 6:50pm

Actions from last meeting

- All completed.

Declarations of Interest

None needed.

Asset Management Strategy – presentation from Ridge.

Dean Moran and Caroline Tully presented to the Board (see slide deck for full presentation).

Ridge has been engaged by us to support with Stock Condition Surveys and prepare an Asset Management Strategy for the councils. Ridge has lots of industry experience and work with a range of providers over the UK.

An Asset Management Strategy sets out how the councils will manage, maintain and invest in homes in the long term, providing a clear framework to keep them safe, well maintained and fit for the future. It's also about communities and estates. This strategy will set out investment for the next five years and beyond.

Some baseline tenant engagement has been carried out already through a survey including in a My Home Bulletin at the end of 2025.

LP queried the satisfaction data within the presentation. Caroline explained that half of the tenants satisfied with their home was a general question i.e. location of home etc. 1 in 3 dissatisfied in home is more to do with actual home i.e. condition.

Stock Condition Survey programme is ongoing with target of 100% by end of June 2026. These help drive the strategy and programme of works for next five years.

Engagement will continue, this is just the start. Will be looking at various ways for tenants to engage - not just online. Will be lots of opportunities for engagement throughout the work – not just at the strategy stage.

LP – when will draft be ready? Will be available for the next meeting and on the agenda for the next Board meeting.

Regulatory Compliance update

LR presented the HQN action plan to the group. This has been developed after our mock inspection at the end of 2025. Actions cover the four consumer standards as well as something on governance.

Note after question from LP - for future reporting / presenting – **acronyms in full to help tenants with scrutiny.**

Question from RW regarding Balconies Programme which LR advised was to create a programme to survey balconies – this is being started, it isn't yet complete.

Regulatory inspection update – we have submitted around 200 documents as part of the evidence we are meeting the consumer standards. We've had some supplementary questions from them last week and going back to them tomorrow. Interviews will be taking place on the 24th and 25th June – tenant meeting at 10am on the 24th and observing the next Board meeting.

LP asked what happens after the interview stages – LR advised of the process and the likely timeframe for getting feedback from the Regulator and learning of our grading.

Council Housing Assurance Report (CHAR)

VF shared some slides and took the meeting through them. She started by providing a recap of what this report is and the process of putting it together. Recommendation previously to have the symbol key more prominent has now been completed and added to all reports.

LP advised she felt that the report was very positive, and VF advised it's good to see movement in the right direction after the work of the past three or four years. RW confirmed it will go to Cabinet next week and VF advising it'll be published on the website and advertised on MyHome Bulletin.

RW advised he is also pleased with the figures and there's narrative where performance isn't as strong.

PW advised that from Complaint Taskforce figures they are seeing echo what is being reported in the CHAR so very reassuring.

VF advised of lots of work done in Tenancy Management, team of 11 Housing Officers will now be carrying out tenancy audits and estate walkabouts etc. This is a positive change and moving in the right direction which the data is now backing up.

LP advised she feels the flexible repairs appointments have made a big difference. VF said that the reporting and data we can pull out from that has been very strong and that's been a huge benefit.

PW advised agreement with LP and from a Customer Services point of view that it's so much easier and nicer to be able to book the appointment there and then – you feel you've completed the cycle and have confidence that those appointments will be appropriate for tenants and therefore kept.

Tenant Satisfaction Measures 25/26

VF took the meeting through slides showing topline results having shared the full report previously.

Gave a run through from the key to the arrows which has previously caused confusion.

Tenant Engagement Annual Report

KL informed the Board about the engagement annual report which is just being drafted and will be circulated very shortly for Board to consider. Includes some new sections on things like Greater Places and Community Actions Days.

Will be shared with Resident Reader group as well for their feedback.

Greater Places update

KL gave an overview of the Greater Places projects to date across the two districts. All projects are tenant led – i.e. they put forward the suggestions and then we consult before work is carried out.

LP enquired about smaller projects – what is plan for those. KL advised there are some smaller projects completed, and we will do as many as we can / that come forward.

Complaints Taskforce feedback

PW gave an update to all as the Tenant Board representation at the Complaints Taskforce meeting.

Most departments had similar number of complaints year on year – however, repairs have seen a decrease in complaints of about 50%.

Lessons Learnt and service improvements – these will form part of the meeting going forward. This is very important to evidence that lessons are being learnt and improvements being made. Some of the areas discussed at this meeting include:

- Compliance team – gas servicing – text reminder now being issued.
- Letters from the heating contractor are being reviewed by Resident Readers. KL will be sharing recommendations this week.
- Damp and mould treatment leaflet now left after each treatment job
- Tenancy management – proactive work to aid with early intervention (where required) and new policies being developed on temporary moves, mutual exchange and hoarding. Anti-social behaviour being updated.
- Service requests are coming through via complaints – wording being changed on the website to try and stop that / support tenants more.
- Review of stage 1 complaints extension suggested due to number of complaints being rather high. Item to be added to next agenda.
- Portable solar panels – looking at being proactive in comms with tenants about the health and safety issues etc.

Scrutiny update

KL presented the timeline on the current VOID scrutiny project and the various information that is being explored.

VOID visits are booked in for the next few days. KL will record all visits and share with all Board members so everyone can see the properties and hear discussions with contractors.

24 June will be the next meeting and will discuss all findings and then discuss next steps.

Avoid a VOID – potential topic for the future i.e. exploring why a tenant is moving out of their home to look at service provision. Can spot common reoccurring themes etc.

PW and LP both volunteered to read lettable standards and comparisons with other social landlords' policies.

Any Other Business

24 June – 10am – regulator focus group – our time in front of the regulator. Liz encouraged all to attend and help share views about all the work that has been done.

VF took meeting through the staff recruitment update and the new starters Louise Tully and Ceri Theobald and Beth Newton has got the Income and Sustainment Lead role.

NS coming to a meeting in the summer to talk about Tenancy Fraud.

LP enquired if it would be possible to **look back on ASB Scrutiny and look at the action plan – Action.**