

Tenants' Voice

April 2025 progress of actions

Item	You Said	We did	Impact on resident experience
1.	Arrange for the resident, which DL forwarded details of, to get involved in the leaks review process.	Damp and mould review is scheduled for April/May 2025. The resident has been updated and will keep them informed.	DL ensured residents outside of the TV group are given opportunity to participate in a review.
2.	GHa requested to be kept updated around the leak issue he reported on behalf of a resident.	NH raised the matter with the repairs team and put Garry in touch for updates.	A member was able to advocate on behalf of another resident (business owner) who had difficulties raising a repairs order. GHa was proactive in ensuring a repair order was raised and ensuring outcome.
3.	Would like ToR review added on the March agenda.	Added on the April agenda.	This demonstrates that members have a direct influence in setting the agenda and workplan.
4.	Consider arranging for the belongings of deceased residents, where the family have not claimed them, e.g. furniture, to be donated to a charity organisation	We are reviewing practical ways of delivering this recommendation without impacting on void turn around times. Any agreement to recycle items will also need to take in to account factors like hygiene.	

5.	Provide breakdown on safeguarding referrals made to services such as adult social care. Including information on tenancy sustainability.	Data was submitted on the 1 st April 2025.	This is an example of strengthening transparency and accountability as a result of responding to members' requests, advice etc.
6.	DL talked about a vulnerability case she had concerns about. We asked DL to provide details of the specific concern she has in relation to the way the council responded to a vulnerability.	DL was contacted, no further action required.	
7.	Share hoarding scale/matrix form.	Hoarding risk matrix sent out on the 18 th February 2025.	This helps to raise knowledge and awareness around how the council manages risk associate with hoarding.
8.	Share data on performance around identifying and offering support to vulnerable residents	Data was submitted on the 1 st April 2025.	This is an example of strengthening transparency and accountability as a result of responding to members' requests, advice etc. However, data around this area needs development.
9.	Chair or co chairs can present at scrutiny committee. All to pencil in 24th February 2025 Housing and Regeneration Scrutiny sub – committee meeting.	Daniele Lamarche presented to Scrutiny sub committee as the vice chair.	This demonstrates members opportunity to feedback to the Council's leadership. This also gives members control around sharing their experience around the efficacy of the Tenants' Voice and their roles.
10.	Explore performance indicator around cost efficiency for time spent on the call.	Lesley to develop in the new financial year. To be discussed with Head of Head of Customer Access in April meeting.	KPI are essential in monitoring performance. This proposal was resident driven and falls outside the national TSM.

11.	Include review of the call centre in the March 2025 agenda.	HSC customer access is included within the April agenda.	Demonstrates members ownership of their work pan and setting the agenda.
12.	Tenants' Voice to revisit the number and frequency of performance indicators being received.	To discuss outside of the business meeting via a task and finish.	As mentioned above, satisfaction measures are essential for holding the landlord to account.
13.	Share the housing management service insert which is included within My East End paper at the next meeting	Currently out to consultation as part of the comms review. Residents can share views	Residents have been given opportunity to participate in the review through an online survey and workshop. The newsletter insert is under development, this will help improve transparency of work and disseminating information.
14.	Circulate 'Your Voice, Our Action' presentation slides.	Circulated on the 20 th March.	Sharing presentation slides helps to strengthen subject knowledge amongst members as they can reference the work activities the landlord has undertaken.
15.	Provide training opportunities. All to email NH if they want to register for a training course.	No expression of interest received. However, NH has reminded members that opportunities will exist throughout the year. A Tenant conference is also available should members be interested. The Chair registered and will be accompanied by the Resident Scrutiny Officer. Further training opportunities were outlined and emailed on the 1 st April.	Offering training throughout the year in order to help build knowledge and skills required to fulfil their roles as 'scrutineers'. Awaiting for members to register their interest.
16.	Arrange members to experience and observe housing management operational delivery as part of training	Observing some services such as HSC will not be possible due to data protection. A site visit is currently being planned for May 2025.	As part of training, this is aimed at giving members first hand insight into operational delivery of work.
17.	Ensure future guest presenters are reminded	Speakers will/have been reminded to avoid acronyms.	Using plain English, makes engagement easier and accessible.

	to avoid acronyms. And DR to explain the acronyms from his presentation		
18.	Consider a review on council's communications strategy.	Provide input into the current review.	
19.	Share details of the scrutiny review in commercial units on housing estates		Members are given opportunity to participate in wider reviews or work areas.