

Tenants' Voice

November 2025 progress of actions

Item	You Said	We did	Impact on resident experience
1.	Ensure meetings are recorded.	All meetings since January 2024 have been recorded.	Minutes and actions as per members feedback and participation is reflected accurately. Any areas which a member feels needs capturing or not reflected can be referred to which the recording would support.
2.	Invite Debo Salami at a future meeting to provide an update on the action plan for speeding up the shed/garage application process.	Lead officer Debo Salami has been invited to November meeting to take Q&A.	Strengthens knowledge of local application process and trust between resident and landlord.
3.	Terry McGrenera said he will forward NH the letter he sent to the Chief Executive around his concern so that NH can follow up.	Nojmul has chased this up with the resident, however the letter has not been received to date	Nojmul has spoken to Terry in regards to his concern. Terry presented his petition at Cabinet.
4.	Terry requested the email address of the Head of Housing Options.	Nojmul sent terry Rafiqul Hoque's email address.	Rafiqul has liaised with Terry, issue has been kept confidential between resident and officer.
5.	Head of Allocation to work with Panel on producing an	Rafiqul Hoque explained this work will be done in new calendar year, expected to start in February 2026.	TV members were able to advice on a service improvement project which will help residents following completion of this task.

	applications "Top Tips" guide for residents.		
6.	Provide figure for knock through during current mayoral administration.	Nojmul forwarded information on an email to TV members from Head of Asset Management.	Residents were given information available as requested, this help build transparency and trust between landlord and resident.
7.	Provide number of people housed under band 3 priority.	Number of people housed under band 3 priority 2-3 year. Total of 146 lets broken down as follows: 24/25 = 52, 23/24= 52 and 22/23= 41	Provides insight and transparency to residents.
8.	Publish simplified process of the policy and areas covered in the presentation (similar format) online.	In development – head of allocation has agreed to provide early next year. Expected to be completed in February 2026.	Impact can be assessed following the completion of this work activity.
9.	Members to pencil 11th October TPAS training.	The training session had to be rescheduled due to unforeseen circumstances. The new date, 6 th Dec, has been communicated to TV members.	The training session is designed to help upskill members in their role as scrutineers.
10.	Provide figure of number of units/buildings that use communal heating.	Total number of units/building using communal heating = 4061	Responding to TV enquires strengthens trust and accountability.
11.	Organise further discussion with members around building awareness of the upcoming regulation and invite Chirpy and Head of Asset Management.	Geoff Ward (Head of Housing Asset Management) can not attend in person to discuss what the changes to heat networks regulation mean for both residents and the council who provide heating and hot water. As Geoff feels its important to discuss this in person, in January he will attend to discuss along with Chirpy who will provide a presentation. an open questions and answer session will follow afterwards"	Provides insight and strengthens TV members knowledge of regulations and landlord obligations.
12.	Provide figures for volume of leaks and review current format of the performance graph so that leaks data is available.	Data not available	We could not provide a breakdown of leaks as data is unavailable.

13.	Share details of which buildings will have noise (from boilers) mitigation measure put in place.	We established that only one building experienced this problem which has now been resolved.	
14.	When available share HouseMark report which provides details around average local authority performance.	Data has been circulated to TV members with November agenda pack.	This provides data which helps TV members in their role to effectively scrutinise their landlord's performance progress.
15.	Review how the benchmarking report is presented, share the benchmark paper presented for this meeting, including remedial actions we got a C3 rating for and list of quality checks required.	Paper which benchmarks performance alongside various social landlord has been circulated to TV members alongside the November agenda.	This provides data which helps TV members in their role to effectively scrutinise their landlord's performance progress.
16.	Members to feedback on the format of the key performance report.	Further feedback was not received	TV members have opportunity to feedback on the format of performance report throughout the year.
17.	Share data from the stock condition survey and invite head of asset management to a future meeting.	Head of asset management to attend the January meeting.	
18.	Members to note that they will be contacted to provide their input, i.e. engagement experience, which will be added on the housing management annual report.	To be discussed at the November meeting.	The annual report will reflect the experience of residents based on feedback from TV members.