

**A MEETING OF THE HOUSING BOARD
WAS HELD ON 11 JUNE 2025**

Councillors Meenaghan, Ms Ballard, Herridge, Jessop, Hutchison, Philpott (Substituting for Namdeo) and Johnston and Chegwyn

1. APOLOGIES FOR NON ATTENDANCE

Apologies for non attendance were received from Councillor Namdeo who was substituted by Councillor Philpott.

2. DECLARATIONS OF INTEREST

There were none

3. MINUTES OF THE PREVIOUS MEETING OF THE HOUSING BOARD HELD 15 JANUARY 2025

RESOLVED: That the minutes of the meeting held on 15 January 2025 were signed as a true and correct record.

4. DEPUTATIONS - STANDING ORDER 3.4

There were none

5. PUBLIC QUESTIONS

There were none

6. TENANT PERCEPTION SURVEY YEAR END RESULTS 2024

Consideration was given to a report by the Head of Housing (Interim) updating the Board of the outcome of the 2024 tenant perception survey.

The Head of Housing introduced her report by explaining that it was a regulatory requirement for Social Housing landlords, the format for which is prescribed nationally.

The survey was in the field between July and December and captured 629 responses. This appears to be fewer than the previous year, but this was due to a miscalculation of the requirement in the previous year. Tenants were offered a variety of options for completing the survey, and QR codes were used as well as paper copies. Most of the responses came through electronically, bucking the trend.

The survey results showed an overall satisfaction score of 85% an increase of 2% on the previous year. Further analysis of the results will now take place and will inform future actions. Officers will commence estate walkabouts and will engage in further discussions with tenants regarding the cleaning of the communal areas.

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The repair guidance leaflet is being reviewed and updated and a video produced to offer education and empowerment to tenants on issues such as damp & mould. Some services previously down to the tenant (such as tap repairs) will now be the Councils responsibility.

Members were advised that a further update and action plan will be provided to the Board following the submission of data to the Regulator of Social Housing at the end of June.

In answer to a Member's question, the Head of Housing advised the Board that tenants expectations can be heightened by media coverage of issues, and those expectations have to be managed. Complaints were sometimes made by tenants expecting a much higher level of service than can be provided. Awareness of the Ombudsman facility has increased. Communication is key to this and this is an area that the housing team will continue to improve, by providing opportunities to engage with residents.

Members recognised that construction and material costs were increasing above and beyond inflation and despite a further £1.5 million being allocated for repairs, aging stock and increasing costs means there is still pressure on the budget.

In answer to a question from the Chairman, the Head of Housing explained that nationally we sat in the median quartile, except for complaint response where we sat in the highest quartile.

Members were advised that when the estate walkabouts start they could suggest areas to officers that they feel need attention, and Councillors may want to join the officers in their wards.

The Head of Housing advised that looking at patterns within the data to identify geographical areas with high complaints or dissatisfaction could help focus the interaction and communication.

In answer to a Member's question, the Head of Housing advised that vulnerable tenants may receive support from other services who could help in navigating the repairs system.

Members were advised that Keir have provided input for the new leaflet and attend residents opinion panels. Prescribed timescales for attending and solving issues are being met. It was hoped that the online tracking system for repairs being developed by Keir would not be too much longer in being rolled out. Members wished to note that tenants had also reported when Keir operatives had gone over and above.

Members congratulated the Head of Housing on the results and asked for their thanks to be passed to the officers.

RESOLVED: That the Board noted the outcome of the 2024 tenant perception survey.

7. ANY OTHER ITEMS

CHAIRMAN

Concluded at 6.40 pm

