

Tenant Engagement Update, Housing Services, Cheltenham Borough Council June 2025

Tenant Panel


Resident Engagement Officer: Liam Pem is now in post. Ellen Pollicott will be working closely with him to develop measurable actions against the tenant voice plan. He has been introduced to the panels.

The Tenant Panel met on 15th May

- The Panel was introduced to Liam Pem, new Resident Engagement Officer
- A new annual workplan was developed by the group
- We reviewed changed to the CBC customer promises, feedback has been offered to Hope Richardson

The new workplan:

Work Plan 2025- 2026



Month	Theme	Guest Speaker?
May 16th	Customer promise Workplan for the year Introduction to Liam Pem Review of current scrutiny	
June 20th	Repairs Scrutiny Begins	
July 18th	Property Compliance report Performance report Consumer Standard programme update Quarterly Complaints report Customer Satisfaction survey update	
August 22nd	Repairs Scrutiny	
September 19th	Repairs Scrutiny Ends	
October 24th	Property Compliance report Performance report Consumer Standard programme update Quarterly Complaints report	
November 21st	EDI Scrutiny	
December 12th	Scrutiny and Celebrations	
January 23rd	Property Compliance report Performance report Consumer Standard programme update Quarterly Complaints report Customer Satisfaction survey update	
February 20th	EDI Scrutiny Ends	
March 20 th	Annual Report	

The Tenant Panel have also been consulted on the compliance strategy and policies. An update will be provided at the committee meeting.

Leaseholder Panel

The Leaseholder Panel is scheduled to meet on the 4th June, an update will follow.