

Tenant Engagement Update, Housing Services, Cheltenham Borough Council

June 2025 - UPDATE

Tenant Panel

In addition to the original report, the Tenant Panel has also been contacted via email to offer feedback on the following policies:

- Compliance
- Electrical safety
- Water hygiene
- Gas and heating
- Asbestos
- Fire safety

To date, the Panel has not raised any concerns about the above policies

We have invited members of the tenant panel to an additional session to review the following policies

- Decants
- Tenancy policy

Leaseholder Panel

The Leaseholder Panel was held on 03.06.2025.

- The group was introduced to the new resident engagement officer, Liam Pem
- Julian Denslow attended to chat about the new Fire safety section 20 notice, as well as progress on the stock condition survey, which will provide leaseholders with a clearer picture of expected costs over the next ten years
- Terms of reference for the group were agreed, with new wording relating to the merger of CBH and CBC
- Leaseholders were given a copy of the Tenant and Leaseholder Voice plan 2025-2028 and have been asked to feedback on this.