

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

Tenant Panel

- The Panel have continued their work on the scrutiny of repairs. The scrutiny will look at the non-emergency repairs process and the group is making good progress.
- At the previous meeting, the TP looked through Acuity data and resident experiences. They were also presented with data from complaints and compliments from the last year, as well as data from the customer services team and the number of calls they had received. Some of the common themes highlighted were communication around the repairs process, consistency of work checkbacks and length of time some repairs take.
- At the next meeting the Resident Engagement Officer will help facilitate a meeting between panel members and the repairs team. There will also be a site visit conducted.
- The Resident Engagement Officer has created a survey and flyer for residents to fill in for those who have experienced non-emergency repairs. There is an opportunity for residents to attend an in person meeting with members of the Tenant Panel and the Resident Engagement Officer.

Leaseholder Panel

- The leaseholder forum's previous representative stood down and has since been replaced by Elizabeth (Lizzie) Mawdsley.
- The group was also consulted on whether they wanted to receive a leaseholder only newsletter or be included with the Tenant Voice newsletter – which the group chose to reject.
- The Resident Engagement Officer updated the terms of reference of the group to make it a more effective space, on the back of feedback from council staff and members. The members have been e-consulted and at the next meeting, the Resident Engagement Officer will work with forum members to add in some changes.
- The Resident Engagement Officer is looking to have the next meeting of the Leaseholder Forum on the first week of October 2025 and undertake a 'morning scrutiny' whereby feedback from Leaseholders on communications can be workshopped with residents.

Wider Engagement

- The Resident Engagement Officer assisted with surveying Lynworth Court to identify if there were any issues with their warden call system.
- The Resident Engagement Officer created an action tracker and has been assigned actions from the Barlow Road Residents' Association meeting.
- The Resident Engagement Officer will meet with the Community Activity Coordinator to discuss issues affecting residents living in schemes.

- The Resident Engagement Officer along with the Community Investment Manager met with the complaints team, where they will be helping to organise and facilitate a feedback session / focus group to help improve the way the process works. They will be able to provide an update in due course.