

## **Tenant Engagement Update, Housing Services, Cheltenham Borough Council November 2025**

### **Tenant Panel**

- The Tenant Panel are about to come to an end of their scrutiny of the repairs process. They have put forward a number of recommendations. Supported by the Resident Engagement Officer, they process will be published as a Scrutiny piece of work.
- The Tenant Panel scrutinised a number of policies ranging from rent setting to repairs. The Resident Engagement Officer then provided feedback to service leads. The Policies were Repairs, Voids, Rent Setting and Recharge.

### **Leaseholder Forum**

- The Leaseholder Forum set the pace and looked at the four key areas of scrutiny they want to look at going forward - including key areas such as communication
- A new Terms of Reference for the group was formally adopted; which will include four scrutiny meetings a year in addition to two meetings of the forum, to make sure its focus is on actions
- The forum were asked to consult on a policy and the this was fed back to service leads through the resident engagement officer. They were consulted on the Repairs policy.