

Tenant Engagement Update, Housing Services, Cheltenham Borough Council

July 2026

Tenant Panel

The Tenant Panel on 19 June 2026 discussed a range of issues and started to plan their next scrutiny review:

- They met Jasmin Williams, new resident engagement officer, who will be working with the group going forward
- Approved the annual plan for 26/27- with all dates booked in and confirmed
- After exploring a few themes, the panel settled on the question

“How can we diversify resident engagement to ensure we hear from seldom-heard voices and use their feedback to shape our services?”

This is almost a self-scrutiny- looking at whether we are doing enough to ensure we hear from a wide range of tenants and leaseholders through our formal and informal engagement structures.

Leaseholder Forum

The Leaseholder Panel met on 14 July 2026 and discussed a range of issues relating to housing services and estate management, including:

- Improvements to the new CBC website to make leaseholder information easier to access.
- Signing off the new leaseholder handbook.
- Estate maintenance concerns, including Ubico, fly tipping and cleanliness.
- Section 20 consultations, major works and future contract engagement.
- Monkscroft shed allocations and updates on magnetic gates.
- The next meeting is provisionally scheduled for 13 October, with the expectation we can feedback on the questions and identified issues at this point.