

Tenant Board Meeting

Wednesday 29th April 2026

Attendees:

Liz Perryman	Tenant Board Member (Chair)
Gerry Crease	Tenant Board Member
Sara Szczepanski	Tenant Board Member
Paula Warren	Tenant Board Member
Vicky Freer	Tenant Insight and Improvement Manager
Georgia Mecoy	Tenant Engagement Co-ordinator
Kerry Lecomber	Tenant Engagement Co-ordinator
Lyndsey Ridgewell	Housing Regulatory Support Co-ordinator
Cllr Richard Winch	Housing Portfolio Holder (Mid Suffolk)
Cllr Ruth Hendry	Housing Portfolio Holder (Babergh)

Introduction

Apologies were received from Tim Riach and Tony Cole

LP advised that the main subject this evening was LR reporting on the mock inspection and our upcoming inspection by the Regulator. The other agenda items are updates from Vicky, Georgia and Kerry.

LP enquired about Alicia Norman from Democratic Services attending. GM advised she was due in March when it was cancelled but we decided to delay as this was very busy. With regards to Richard Spencer attending the same is the case. She advised she may invite him while we're undertaking the voids project as his presentation would be on contract management which may well be our second Scrutiny project. LP enquired if contract management could be part of the voids scrutiny.

PW advised it would be a good stepping stone although there's a lot of contracts that don't have anything to do with voids. SS advised she thinks it's important and relevant to voids but not sure if we need a whole session with him. GC advised he feels it's so woolly at the edges until we really get into the detail it will be difficult to tell whether it's a separate one or not.

Actions from last meeting

- Richard Spencer- Head of Compliance will attend a future meeting in the summer to discuss contract management and this will be added to the forward plan.
- Alicia Norman – Lead Officer for Overview and scrutiny will join a tenant board meeting before the next Overview and Scrutiny Committee in October 2026 as the March meeting for her to attend was cancelled and the April meeting was after Overview and Scrutiny Committee. All feedback that was given to GM in the pre meet by board was passed to Alicia, who had reminded the committee to talk louder into the microphone and adjusted the chamber layout to try and make the Board more comfortable. Alicia would like to attend board before the Overview and Scrutiny Committee to understand how else the meetings can be improved for Board Members attending.

Declarations of Interest

None needed.

Transactional Survey yearly review

VF took over to go through the subject, and she shared the slides which had been sent to the board already. She therefore advised she won't go through it slide by slide.

RW enquired as to why the number of 10 per survey was chosen for the transactional surveys which VF advised was suggested by Acuity when we had given them a years' worth as being a representative sized sample.

LP enquired if properties are inspected at Mutual Exchange and KL advised they are, but the recent survey showed that needed to be more consistent.

HQN Mock inspection action plan

LR took over and took the Board through some slides. GM confirmed that the board had seen the full slide pack that HQN produced. That ran to 70+ slides, so this presentation is an abridged version.

Regulatory inspection update

LR advised that we have been notified by the Regulator for Social Housing (RSH) that we are having our inspection this quarter. This will follow a very similar plan that the mock inspection did. Most observations will be virtual, they will then go away and look for gaps and let us know what they find and we have an opportunity to fill those gaps by providing more assurance. They will then come back with a grading by end of September.

There will be a proposed meeting schedule supplied next week. An in-person meeting with tenants will take place as part of this process.

RW advised he agreed it was certainly an opportunity to celebrate and whilst we know we're not perfect, we know what areas need to be improved and are already working on.

Overview and Scrutiny discussion and feedback

LP advised that she went onto YouTube and watched the meeting to really listen in and focus on what was being said and the wonderful thing is that we're really being heard and listened to. From the comments she heard on the recording it was great to listen to and see how much our point of view is being valued by those making decisions.

VF advised she found the experience (her first at O&S) gruelling and very detailed but broadly positive. There was some good debate and some well thought out questions.

VF took the meeting through some slides on recommendations from the O&S committee coming out of our presentation to them.

LP advised that the issue of not being able to hear very well had been largely resolved.

Mutual Exchange update

KL will share the full report with board and Cllrs for assurance. RH enquired if we could look at the process of finding an exchange so perhaps a survey of those struggling would be useful.

Scrutiny projects update

GM took the meeting through an update on where we are with the Voids scrutiny. We have put together a roadmap for this heading towards Overview and Scrutiny in October this year. All agreed the plan between May and June looked sensible. GM enquired if any of the Board would particularly like to carry out a part of this.

CLlr RH advised she recently came across some voids contractors and they let her look around two bungalows they were renovating and she asked them what the timeframe was as the work was extensive. She found the experience very useful for context and enquired if Board Members will have a chance to speak to the actual contractors? SS advised she thought that would be a good idea and GC agreed. PW advised we have the statistics so it would be good to review. **ACTION: Ensure that TB can liaise with the actual contractors doing the work.**

LP enquired if it was possible that she could have a plan of action for abandoned properties – Action.

Tenant Engagement incentive scheme

GM advised there is a report that comes out with this which she will share. She then took the meeting through a set of slides.

Board members agreed the reimbursement for board members in payment of £100 vouchers four times a year.

All agreed the payments and the requirements were fair and well thought out.

CLlr RH enquired what would happen if we got a huge influx of people wanting to join the tenant board. GM advised that currently she and KL review an application from possible members but going forward would like the Board to be more involved, especially the Chair and Vice-Chair. Also, some ad-hoc groups could be created out of it.

CLlr RW enquired if this could just be started or does it have to come to Cabinet? GM advised it was costed up and approved by Mandeep as it was under £5k per Council. Both Portfolio Holders agreed it was a good idea.

Any Other Business

Interviews – Income and Sustainment lead LP is attending. Director of Housing PW, TR and SS are attending. LP enquired if she could have a copy of the job description for the Y&S lead.

GM advised she would like to arrange for pre-meet to be every Wednesday around lunchtime. However, she will record them so they will be shared.

Regulator Focus Group – PW agreed she could attend. It's 24th June at 10am for an hour.

Action: KL to share video of pre-meet from previous week.