

Tenant Board Meeting

Wednesday 30th September 2026

Attendees:

Liz Perryman	Tenant Board Member (Chair)
Sara Szczepanski	Tenant Board Member
Tony Cole	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
Louise Tully	Head of Housing Transformation and Regulation
Anne-Marie Permaul	Community Housing Officer (observer)
Cameron Manning	Community Housing Officer (observer)

Introduction

Apologies were received from Gerry Crease, Tim Riach, Carole Richards, Cllr Winch and Cllr Hendry. Gerry has provided his vote via the Chair.

Actions from last meeting

- All completed.

Declarations of Interest

The Board will be voting on the Chair and Vice Chair positions and for changes to the Terms of Reference.

Council Housing Assurance Report

LT took over presentation to update Board on this subject. CHAR has already been sent to Tenant Board, Cabinet, Senior Leadership Team and the Overview and Scrutiny Committee. She then covered the areas on the report that were orange or red, indicating that they are under-performing.

TC: enquired if the tenants who live in the 15% of homes that are non-decent are aware of that and of what is going to happen to fix it. LT advised that on inspection those tenants would have been advised of concerns on thermal insulation, windows, heating etc. by Surveyor.

LT advised that we have good data so that we can be really sure we know what's needed and there's been a huge push in this area over the Summer. The next task is to organise a programme of delivery to resolve it. There are always ongoing programmes, but we want to prioritise those that are actually non-decent so we know 100% of our homes meet the standard to start with. The team are communicating with tenants and manage their expectations. We will plan to advise all those tenants of the estimated timescales.

TC: My experience was that it was the opinion of the surveyor, so not been made aware where he is on the planned programme.

GM advised that we have Richard Spencer coming to a future Board meeting so will ask him and Sarah Double to attend and provide further assurance to the Board regarding the programme and communication – Action.

LP: Questioned performance of Babergh which seemed to be dropping.

LT advised that previously there was a lack of information, whereas now we have almost complete data, so it looks like a worse picture but now we know what we didn't know before. Better to have a full picture so it's clear to map out and prioritise.

LP enquired about fire doors being necessary and LT advised on laws regarding this subject and that expert advice is needed to identify need.

PW: On the decent homes the Q2 figure looks like Q1 was projected and Q2 was actual. LT advised that was the case and, whilst we still have about 2% of homes without a Stock Condition Survey, we have a much more confident picture. We're cross-referencing that with other information about the tenants and their circumstances.

VF advised that we have just finished Q2 TSM perception survey and it's the first time we've seen real differences between Babergh and Mid Suffolk and our data officer is cross referencing all this information with our CRM and other data sources to try and unpick what's driving these figures.

TC: Great to get the data and information at 100% but very important that the tenants taking them get feedback and find out what's happening afterwards. GM agreed that's valid and getting Richard Spencer to the Board next time will hopefully provide assurance.

LP: Going back to the Decent Homes Standard is that done at Void stage? LT advised it depends on the home and how the home is constructed. At the point we get the void it's the first time we know what's going on. Your recommendation from the scrutiny of an end of tenancy visit will change that. We'll always try and do most of the work at Void because historically we're carrying out stock improvement programmes as part of it. As a minimum though we will ensure it's compliant with Decent Homes.

LT advised of new layout of report and the template will be shared as an action from this meeting.

GM advised that Q2 would be available shortly and she will share it as soon as it's available.

Chair and Vice-Chair vote

GM advised she hasn't had any nominations, and we can potentially keep the current Chair and Vice-Chair until February bearing in mind we have potential new Board members. PW advised agreement, Sara agreed and Gerry has provided his vote to Liz so the motion carried. **Action: LP remains in post as Chair and TC as Vice-Chair.**

Terms of Reference review

The first change is the wording around membership from '10 members plus 2 leaseholders' to '12 members including a maximum of 2 leaseholders'. **All agreed with the change.** GM suggested that colleagues in the Leaseholder team could be supported in terms of engagement.

Attendance at Tenant Board by Officers. SS advised 2-3 Officers were plenty. PW advised whilst it's lovely to see all of you a minimum of 2 were the requirement. LP also advised it's great to have a range of Officers across the year.

LT advised that part of her leadership of Transformation Team is to encourage Officers from across the Housing team to engage with the Tenant Board so that she and VF aren't the conduit. Specialisms should be covered by the staff in charge of the service area.

Attendance by Director of Housing. TC advised he feels that quarterly and as and when which all agreed – Action.

Minimum attendance for incentives. Board agreed it should be a mixture of both attendance and output related.

LT advised perhaps a quarterly case by case review to look at engagement rather than a hard measure of attendance – it's more about engagement and communication. Important to be open and transparent. Quarterly review on case-by-case basis which all agreed to. LP advised that's exactly how she would see it – if people keep in touch and

keep us informed that's the best way to measure it and family always comes first. GM advised she wants the space to be welcoming and friendly, so she'll word something to reflect that. **All agreed.**

Training – minimum training standard. Need to make sure that the Board has the option. We have four training modules on the Consumer Standards which all staff must complete, and we have the resources in house which Tenant Board can complete in your own time. **All Tenant Board members agreed that was a great idea and agreed to be included.**

Greater Places and tenant forum budget

VF took meeting through the budgets set for Tenant Engagement and Greater Places.

TC enquired as to the budgets relating to Greater Places spending. VF advised that we have around £350k for each District for these projects. Have regular meetings with Finance team and we the budgets are very well managed. VF advised that last year's underspend was rolled over and that because GP was a new project last year, it has taken a while to bring forward and get going.

LT advised that over the next year or so need to ensure that project spend is correctly allocated and the right budgets are used and we're making the most of the budgets. Also worth looking at our suppliers Social Value inclusions in contracts via Procurement. **Action: Katrina to attend January Board to present on Social Value from Contractors.**

LP advised on walkabout on Stutton where a lot of things that came out were more to do with Public Realm than Housing. Works done to hedge-cutting were done very quickly after the walkabout. GM advised that we have a good working relationship with Public Realm and try to work alongside them as much as possible.

Action: Public Realm team liaising with Tenants / Homeowners.

Discussed inclusion of social value in community events. **Sharon Bayliss from Public Realm to be invited to future meeting to talk about Service Standards etc. – Action.**

Tenant Board forward plan

GM took the Board through the forward plan for the next three meetings. The delay of LGR may well result in a delay to the next report to Overview and Scrutiny in 2027 as it will fall in the pre-election period so likely to be delayed.

LT advised that she and VF have spoken to colleagues in Complaints and would be good to touch base with Complaints on the agenda at some point soon – Action.

LP advised that in January we usually have an idea of what Rents are going to be increased to in April so in January or February can be included – Action.

PW advised she would like the Social Value item to be brought to Board – Action.

Any Other Business

Monday 26th is Half Term so will check attendance.

LT advised that O&S made some very specific comments about how much service improvement they see when the Tenant Board carry out a scrutiny project. Recommendations will be important for service improvements going forwards. KL advised that they all said that the scrutiny function of Tenant Board was developing well.