



Tenant Board

30th September 2026

Agenda



- ▶ 1. Declarations of interest (2 mins)
- ▶ 2. Action(s) from last meeting (3 mins)
- ▶ 3. Council Housing Assurance Report and housing updates (20 mins)
- ▶ 4. Chair and Vice Chair vote (15 mins)
- ▶ 5. Terms of Reference review (20 mins)
- ▶ 6. Greater Places and tenant forum budget (15 mins)
- ▶ 7. Tenant Board forward plan (5 mins)

Actions from last meeting



- ▶ GM to send out a reminder about new TPAS log in
- ▶ KL to share action plan with board in between 3rd September and submission of full report on 25th Sep
- ▶ Board members to email Georgia dates available in October for celebration event, and December for Christmas get-together
- ▶ Board to review the Terms of Reference to see if anything needs changing
- ▶ Board to email Georgia if they're interested in being Chair/ Vice Chair

Declaration of interest



- ▶ AGM Vote of terms of reference and potential chair and vice chair



Council Housing Assurance Report and Housing Updates

Louise Tully

		within 10 working days - Mid Suffolk						
	Hou_ACD_010B	Percentage of emergency hazards (Cat 1 HHSRS) resolved within 24 hours inc D&M - Babergh	80%	78%	100%	0%	100%	Cat 1 Hazards - 0/4 completed within 24hrs. - 2 Total Mobile Connect portal issues, 1 resident request for appointment after timeframe, 1 no contact
	Hou_ACD_010M	Percentage of emergency hazards (Cat 1 HHSRS) resolved within 24 hours inc D&M - Mid Suffolk	100%	63%	75%	20%	100%	Cat 1 Hazards - 1/5 completed within 24hrs. - 2 Total Mobile Connect portal

Status	Code	PI Name	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Current Target	Spark Chart
			Value	Value	Value	Value		
	TSM_RP01_B	% Homes that do not meet decent homes standard - Babergh	14.68%	12.77%	10.2%	15.42%	1%	Stock Condition Survey (SCS) Phase 2 programme has brought more properties into this figure. See full comments on page 13
	TSM_RP01_MS	% Homes that do not meet decent homes standard Mid Suffolk	14.97%	13.18%	12.65%	12.51%	1%	

	Hou_ACF_007B	% of Fire Door Surveys required complete Babergh	100%	100%	100%	25.5%	100%	At the time of Q1 reporting, fire door surveys were 100% complete for both B and MS. However, the contractor had not completed its quality assurance checks on the survey reports – See comments for more details
	Hou_ACF_007M	% of Fire Door Surveys required complete Mid Suffolk	100%	100%	100%	2.1%	100%	



Annual General Meeting

Georgia Mecoy



Chair and Vice Chair Vote

Georgia Mecoy



Terms of Reference Review

Georgia Mecoy

Email points

- ▶ Who attends? Some have said 2/3 is ample.
- ▶ 12 members including a maximum of two leaseholders
- ▶ Minimum meeting attendance for incentives
- ▶ Training?- Compulsory housing modules trial





Greater Places and Tenant Forum budget

Vicky Freer

Background



- ▶ We have individual 'pots' of money within our Tenant Engagement team
- ▶ Each 'pot' covers costs for things like:
 - Travel expenses
 - Conference attendance
 - Tenant incentive schemes
 - Scrutiny projects
 - Greater Places initiatives and Community Action Days

Tenant Influence – spend



Description	2025/26	2026 - to date
Tenant engagement expenses	£1,392	£921
Incentives	£860	£1,025
Transactional and TSM surveys	£23,238 (some costs covered by Gvt funding)	£9,500
Memberships - TPAS, Canva, Smart Survey	£2,305	£360

Greater Places spend – 2025/26



	Babergh	Mid Suffolk
Greater Places initiatives including Community Actions Days	£92,053	£86,272

Babergh	
Project	Cost (£)
Rede Way (Gt Cornard) Green Space Improvements	21,290.25
Playford Court (Sudbury) Landscaping & Improvements	27,268.81
Rede Way (Gt Cornard) Rear of Garages Improvements	1,824.00
Line marking works	1,900.00
Magiboards for community spaces	3,364.00

Mid Suffolk	
Project	Cost (£)
Gainsborough Road (Stowmarket) Landscaping	44,646.00
Partridge Court (Stowmarket) Landscaping	9,954.97
Manns Court (Elmswell) Landscaping	8,281.00
St Peters Court (Claydon) Landscaping	6,195.81
Hurstlea Court (Needham) Water Butts	2,083.50
Line marking works	1,900.00
Magiboards for community spaces	1,480.16

Greater Places spend – 2026 – to date



	Babergh	Mid Suffolk
Greater Places initiatives including Community Actions Days	£144,917	£22,705

Project	Cost (£)
Sandringham Court Decorating (2 phases)	65,146.30
Gayford Court Landscaping	33,125.00
Blackfriars Garden Improvements	19,453.66
Parkers Way Landscaping	16,721.22
Newell Court Landscaping	14,711.00
First Avenue Landscaping	10,439.00
Samford Close Landscaping	5,284.00
Meadow Court Improvements	7,516.96
Rede Way Green Space Improvements	3,030.00

Project	Cost (£)
Fairfield Hill Landscaping	7,615.40
Gainsborough Road Landscaping Extension	8,610.00
Gainsborough Road Landscaping	1,885.00
Additional Block Paving at Partridge Court	3,625.00
Cycle Hoops at St Peters Court	357.75
Horsepond Place Car Park Signs	612.50



Tenant Board Forward Plan

Georgia Mecoy

Month	Item	Invitees
October	• Transactional survey biannual review • Assess Management Strategy review (update on the plan) • Scrutiny action plan updates • Overview and Scrutiny Update • CHAR Q2 • Regulator of Social Housing Results	• Louise Tully- Head of Housing Transformation and Regulation • Victoria Freer- Tenant Insight and Improvement Manager • Richard Spencer- Head of Housing Compliance • Ceri Theobald- Director of Housing
November	• TSM bi- annual review • Scrutiny Project • Tenant Engagement Strategy • Biannual regulatory compliance update • Housing Solutions overview	• Victoria Freer- Tenant Insight and Improvement Manager • Louise Tully- Head of Housing Transformation and Regulation • Lindsey Redgwell- Housing Regulatory Support coordinator • Richard Spencer- Head of Housing Compliance • Amma Antwi-Yeboah – Head of Housing Solutions

Month	Item	Invitees
January	• HRA Business Plan update • Scrutiny project • Scrutiny action plan update	

Any Other Business

- ▶ Overview and Scrutiny- Monday 12th October, 10:00 @ Endeavour House, Rose Mead Room- Liz and Tim to attend, anymore volunteers?
- ▶ Tenant Board celebration and catch up- Monday 26th October @ Endeavour House- 13:00- 15:00
- ▶ Christmas meal date: 3rd December 18:30-21:00

