



Briefing Paper to the Communities Overview and Scrutiny Commission Wards:

17th April 2025

Tenants' Forum Update

Briefing Paper of the Chair of the Tenants' Forum

1. Purpose of the Paper and Summary

- 1.1. This briefing paper provides the Communities Overview and Scrutiny Commission with an update in relation to current activities being undertaken by volunteers under the umbrella of the Tenants' Forum to complement the wider tenant participation structure.
- 1.2. The report also provides an opportunity for the Tenants' Forum to highlight any areas of concern which the Commission may wish to consider further as part of their future work programme.

2. Background

- 2.1. At a meeting held on Thursday 12th September 2019, the then People and Communities Overview and Scrutiny Commission agreed that members of the Tenants' Forum be invited to present a report to the Commission on a quarterly basis. Due to the workload of the Commission and to allow for significant work of the Tenants' Forum to be undertaken between the updates, the Commission agreed, at its meeting held on 14th April 2022, that the updates be submitted on a bi-annual basis.

3. Items for Consideration November 2024 to April 2025

3.1- The Tenants' Forum Committee (TFC), the Tenants' Forum (TF) and Focus & Project Groups met regularly. From November 2024 to April 2025, the TFC met 4 times to set the agenda for the TF, they had 2 meetings with the Assistant Director Neighbourhoods and Housing. The TFC arranged 5 TFs and invited various guest speakers as suggested by the TF membership (appendix 1) and hosted the annual Thank you event in December.

3.2- The Business Insight & Quality Manager and Performance Manager delivered the six-monthly performance presentation at the TF and the volunteers raised 48 questions and officers provided satisfactory response to the issues raised by the members of the TF.

3.3- The TFC invited the Social Housing Regulator to deliver a presentation at the TF on their roles and their approach to the new consumer regulation framework.

3.4- The Tenant Participation Team (TPT) arranged two sessions on the Housing Revenue

Account consultation (morning and afternoon) for volunteers, staff and councillors. The officers presented the budget proposal for 2025 – 26, budget headlines, legislation and wider challenges.

3.5- The Focus & Project Groups, Tenant and Resident Associations (TARAs) and Tenant Participation Officers (TPOs) continued to provide monthly updates at the TF.

3.6- We currently have 84 Local Area Champions who inspect their local neighbourhoods, with some volunteers also carrying out litter picking. From October 2024 to March 2025, they have collected 806 bags of rubbish, plus 290 bags of recyclable items. Additionally following their inspections 303 service requests have been issued, they have identified 76 poor gardens and letters have been sent to 65 residents whose gardens were of an exceptional standard. For the year 2024/25 2304 bags have been collected, breaking down to 1719 bags of general rubbish and 585 bags of recycling, equating to 11.52 tons of rubbish collected

3.7- We have 24 block champions who have continued checking the cleaning standard of the communal areas of flats where they live. Additionally, members of the Multi Storey Living Group have carried out benchmarking to low-rise and high-rise flats. They have carried out 90 low-rise and 6 high-rise inspections accompanied by an officer and 16 low-rise and 7 high-rise communal inspections independently for the period from October 2024 to March 2025. Collectively for the year 241 inspections have been carried out throughout 2024 to 2025.

3.8- The Tenant Participation Team (TPT) arranged the 15 weeks Tenants' Housing Academy training during 2024, and the graduation ceremony took place in January 2025.

3.9- The 6 recognised TARAs continue to hold public meetings, carry out work in communal gardens, estate walks, litter picking etc. After consulting with the tenants and residents of Melville Street, the Tenant Participation Officer is working to establish a TARA for Melville Street tenants.

3.10- The TPT attended 11 different events arranged by community groups in the city to promote involvement opportunities during this time totalling 26 events for the 2024/25 year.

3.11- The TPT continue to use social media to promote tenant involvement to all the tenants and residents in the city. They have published 202 tweets, 136 updates on Facebook, sent 766 emails and 740 text messages to promote Tenant Involvement. The TPT have recently joined Instagram as an additional way to promote Tenant Involvement.

3.12- The Housing Service continues to use the TV Communication Channel system, in four high-rise blocks of flats, to distribute useful messages regarding the blocks, the surrounding area, and any involvement opportunities at the four high-rise sites.

3.13- The TFC continue to produce the TF newsletter quarterly to keep all the volunteers up to date about the Tenant Involvement activities. See appendix 2 (17th Edition of the Tenants' Forum newsletters). This edition will provide more details of the tenant involvement activities.

Tenants' Forum

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Officer Interests: As above

Appendix – 1

List of the Tenants' Forum Guest Speaker

**Date and Guest Speakers
Tenants' Forum 2024 - 25**

Date	Guest Speakers / Agenda
20 th November	Update on Homelessness Head of Service Access and Well Being Neighbourhoods and Housing and Housing Access Manager Neighbourhoods and Housing Regulator Social Housing - Assistant Director Regulatory Engagement
10 th December	Thank you event
23 rd January	Business Plan and Housing Performance Business Insight and Quality Manager Performance Manager
18 th February	Community Managers Neighbourhoods, Communities and Housing
18 th March	Rents, Rent Areas and Escalation Policy Operation Manager

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