



RESIDENTS FORUM 28th AUGUST 2025

Three Resident Forum (RF) members attended the meeting, and three RF members gave apologies. The meeting was also attended by the Chief Executive, Director of Customer Experience (DCE), the Head of Customer Experience (HCE), the Customer Engagement Partner (CEP) and the Assets Manager (AM). The Corporate Compliance Coordinator took the notes.

- RF members approved the minutes 22nd May as a true and accurate record.
- RF members noted the action proforma updates.
- **Empty Homes Standard:** RF members discussed the Empty Homes Standard Policy and made suggestions for improvements before the policy was presented to the Board at the September meeting for final approval.
- **Q1 Customer Experience Dashboard:** RF members noted the Q1 Customer Experience dashboard. Key highlights included 100% of complaints being responded to on time, and financial support was provided to 39 customers. The group also discussed the cost of 'no access' appointments, which totalled £10,862.
- **Resident Engagement Strategy Consultation Update:** The consultation was open from May 22nd to June 12th, with both digital and in-person opportunities. A total of 528 online responses were received. Key points raised in the consultation include the need for improved communication channels, faster response times for repairs, more inclusive meeting times, better support for residents with disabilities, and more transparency and accountability in SLH operations. The consultation revealed that 82% of respondents prefer to be called 'Resident' rather than Customer. The proposal is to use 'Resident' for those living in General Needs, Independence, Leasehold, or Shared Ownership, and 'Customer' for others, such as garage tenants and CBL applicants. The proposed engagement commitments emphasise honesty, accountability, transparency, respect, jargon-free communication, capturing insight, learning from feedback, consistency, and flexibility. The proposal is to establish a Committee with a mix of Board members and Resident Committee members. The Committee will have a budget for scrutiny work and will meet quarterly. RF members welcomed the improved link with the Board. The Board will consult on the proposed Engagement Strategy at the September meeting, with final approval at the December Board meeting. Advertising, recruitment, and shortlisting will take place in January and February. We are aiming for appointments to be made from April 2025.