



## RESIDENTS FORUM 22<sup>nd</sup> MAY 2025

Four Resident Forum (RF) members attended the meeting, and five RF members gave apologies. The meeting was also attended by the Head of Customer Experience (HCE), the Customer Experience Manager (MCE), the Customer Engagement Partner (CEP), and a SLH Board Member. The Corporate Compliance Coordinator took the notes.

- RF members approved the minutes 6<sup>th</sup> March as a true and accurate record.
- RF members noted the action proforma updates.
- **Resident Engagement Strategy:** RF members were informed that SLH is planning to refresh and update the strategy. The previous strategy was developed in 2020. We would like to consult RF members as well as a wider pool of customers to gather survey feedback which will provide valuable insight into shaping and developing the strategy. The main objective is to ensure people living in SLH homes have a variety of opportunities to be involved. The revised strategy will focus on four key themes: *Influence, Insight, Information, and Impact*. One of the questions that we are consulting on is to ask people who live in SLH homes how they would like to be referred to as a customer or a Resident.
- **Consumer Standard and Self-assessment:** RF members were provided with an update on the Regulator of Social Housing's Consumer Standards. Under the new framework, housing associations will be assessed and rated from **C1 to C4**, with C1 representing the highest level of compliance. The standards place a strong emphasis on delivering fair, respectful, and equitable outcomes for all customers. Services must be designed and delivered in a way that reflects individual needs and preferences. The Regulator will undertake detailed reviews in the following areas:
  - ***The Safety and Quality Standard***
  - ***Transparency, Influence and Accountability standard***
  - ***Neighbourhood and Community Standard***
  - ***The Tenancy Standard***
- **Annual Complaints & Service Improvement Report & Housing Ombudsman Service Complaint Handling Code self-assessment: Resident Engagement Strategy Consultation Update:** Resident Forum members were advised that the annual self-assessment against the Housing Ombudsman's Complaint Handling Code has been completed, incorporating feedback from two customers who had previously submitted complaints. The session was attended by the MCE, and the Board member with responsibility for complaints (MRC). Following a discussion, it was agreed that increasing attendance at future sessions would be beneficial to capture a broader range of feedback and insights to drive service improvements. RF members approved the Annual Complaint Handling Code self-assessment ahead of submission to the Housing Ombudsman September 2025.
- **Any other business:** RF members discussed meeting attendance and how this could be improved in the future.