



RESIDENTS FORUM 26th FEBRUARY 2026

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

Our latest Residents Forum meeting brought together resident members and colleagues to review progress, share updates, and reflect on how resident feedback continues to shape services and priorities across South Lakes Housing.

- RF members approved the minutes of 20th November as a true and accurate record.
- Members heard an update on the new business strategy, including the chosen name *Your Home Our Community*, and discussed how the strategy will support quality homes, quality services, and quality people.
- The forum reviewed progress on the resident profiling project, designed to improve understanding of resident needs and strengthen the support available across our services.
- An update was shared on South Lakes Housing's work towards Tenant Participation Advisory Service (TPAS) accreditation, recognising the organisation's commitment to meaningful resident involvement.
- Members also reflected on the impact of the Residents Forum so far and looked ahead to continuing resident involvement through the new Housing and Communities Committee.

Thank you to all Residents Forum members for their time, insight and commitment. Their feedback has played an important role in helping us improve services and ensure residents remain at the heart of decision-making.