



RESIDENTS FORUM 20th NOVEMBER 2025

Five Resident Forum (RF) members attended the meeting; one RF member gave apologies. The meeting was also attended by the Head of Customer Experience (HCE), the Customer First Manager (CFM), and the Customer Engagement Partner (CEP). The Corporate Compliance Coordinator took the notes.

Residents Forum members met in November to review progress, comment on key plans, and help shape future priorities. The meeting covered the draft business strategy, proposed governance changes, and the resident engagement strategy, with members sharing feedback on how services and communications can better reflect residents' needs.

- RF members approved the minutes of 28th August as a true and accurate record.
- RF members noted the action proforma updates.
- Members discussed the draft 2026–2029 business strategy and supported the overall direction, while suggesting that some wording should better reflect realistic expectations for service delivery.
- The proposed Housing and Communities Committee was welcomed as a new way to strengthen the resident voice and create clearer links between residents and the Board.
- Members reviewed the draft Resident Engagement Strategy and suggested small wording changes, including clearer explanation of Tenant Satisfaction Measures and the organisation's improvement ambitions.
- Both the proposed governance changes and the Resident Engagement Strategy were recommended to move forward for Board consideration.

The meeting also gave residents an opportunity to influence how South Lakes Housing talks about its future priorities, including quality homes, quality services, and quality people. Feedback from the forum will help shape final proposals before they are presented for approval.