

Tenant & Landlord Panel Meeting Notes

17th June 2025

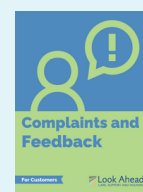
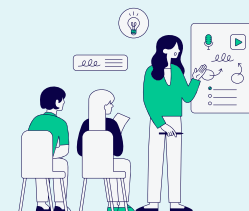
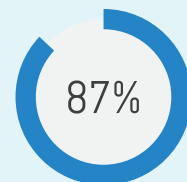
Topics:

- Complaints
- Tenant Satisfaction
- Better Outcomes Support & Services Project

Complaints - what is happening?

- There are now two steps to the complaints process. If you're still not happy, you can go to the Housing Ombudsman, who is independent and has more power to help.
- Look Ahead must follow the rules set by the Ombudsman and send a yearly report showing how complaints are handled. This report is checked by the Board and put on the website.
- Most complaints come from young people's services, but overall, the numbers are going down.
- 87% of complaints are sorted at the first stage. Only 9 went to Stage 2 last year, and 6 of those were at least partly upheld.
- Staff have had new training, and there's a new Customer Services Manager to make sure complaints are handled well.
- We are visiting services with lots of complaints to help sort things out.
- New posters and leaflets have been shared to make sure you know how to complain.

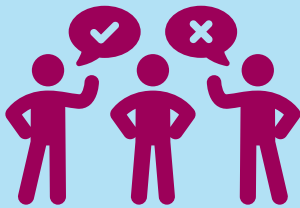
Housing
Ombudsman Service



Complaints - what we said

Why do we get more complaints from young people?

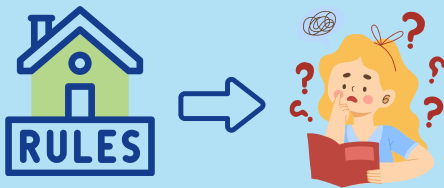
Staff and young people can have different expectations.



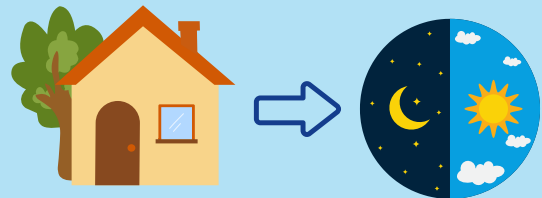
Sharing spaces with others can cause tension and more complaints.



Some young people can find living with lots of rules and restrictions hard.



Young people's services are complex and run 24/7, which can add to problems, especially with night-time rules.



Frequent changes to the staff team can make issues worse.



What else could we improve?

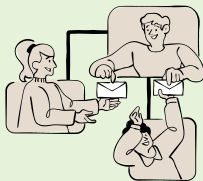
The process should be more about listening and less about paperwork.



Digital literacy can be a barrier.



Keep people informed throughout the process.



Submitting a complaint can be hard, especially when you need to write in formal language.



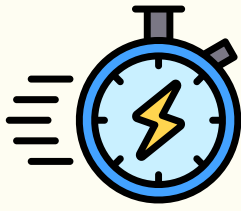
Don't give new customers too much information all at once, share it gradually as they settle in.



Handle personal complaints with care and sensitivity.



Complaints - our suggestions



Complete a few key actions quickly to show you're reliable and responsive.



Tell us what improvements and changes have been made as a result of our feedback.



Every three months, ask new customers for their feedback to give us time to settle in and process.



Use house meetings as a space for informal chats about concerns.



Using the word “feedback” instead of “complaint” can help people feel safer sharing their views.



Make sure that staff know the complaints process well so they can explain it to us.

Our Tenant Perception Survey Results



- The Tenant survey is for people who live in buildings that Look Ahead owns.

- The survey is done once a year.



- The results are reported to the Regulator of Social Housing, and must show how we act on feedback.

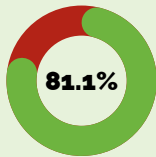


- 312 people responded, which is a 33.7% response rate.

What's going well?

Overall satisfaction increased to 81.1%

Young people were 21% more satisfied overall.



Repairs satisfaction is now 80%

Unsupported tenant satisfaction increased by 11%.

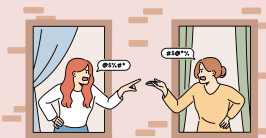


More customers feel listened to (75%)

Having a good relationship with staff is one of the most important things.



What's needs to get better?



- Satisfaction with anti-social behaviour (ASB) dropped by 7.9%. Some customers felt their concerns weren't always taken seriously.



- Complaints is still one of the lowest-scoring areas, with issues like delays and unresolved problems.

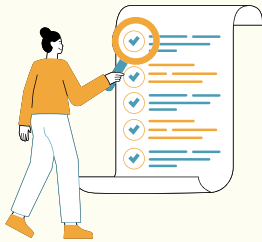


- Repairs still have concerns about delays, missed appointments, and quality.

What we're doing to improve



We've got a new staff member to lead on our Antisocial Behaviour improvement plan, to make sure we're taking action.



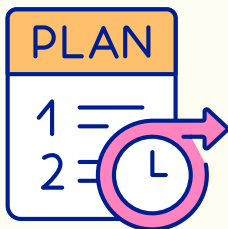
Improving our response to antisocial behaviour is one of the priorities of our Housing senior manager.



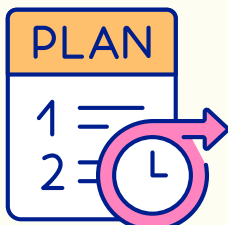
We have a specific improvement plan for complaints to make sure we improve.



TALP will talk about complaints at every meeting to make sure we're getting better.



The Tenant Satisfaction Measures (TSM) action plan will be reviewed and updated.



TALP will check in on how we're progressing with the action plan and hold us to account.

New housing rules affecting Look Ahead

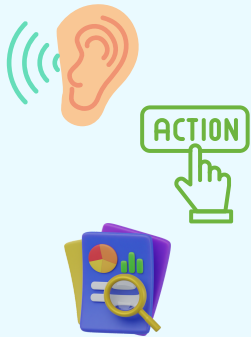
Consumer Standards (from April 2024)



The Consumer Standards are a new set of rules that apply to housing associations, including Look Ahead.

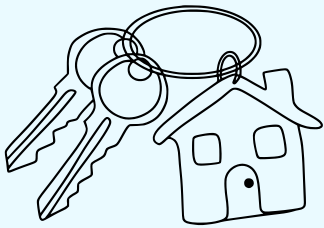
The Regulator of Social Housing will use these standards to check that landlords are doing a good job.

Landlords must:



- Listen to tenant feedback
- Act on what tenants say
- Send a yearly report showing how they're doing

One of these standards is about tenancy. It says:



- Homes must be offered fairly and clearly.
- Landlords must help you stay in your home and give support if you need to leave.
- Your tenancy should match your needs and the type of home.



We are reviewing how it works and updating our policies by June/July 2025.

Renters Rights Bill (coming in 2025)

The Renters Rights Bill is a new law to make renting safer and fairer.

It will...

Remove Assured Shorthold Tenancies (ASTs).



Ban Section 21 'no fault' evictions.



Make all tenancies periodic, meaning:

- You can stay longer



- You can't be asked to leave without a good reason



Make sure that homes meet Decent Homes Standards.



Create a new Landlord Ombudsman to help renters with problems.



Supported Housing Oversight Act (From August 2023)

This law is still being developed but will mean that supported housing providers (like Look Ahead) will need a license.

Homes must meet minimum standards for the building, and support provided.



Local councils must understand how much supported housing is needed, and make a plan to meet that need.



This may change how support is funded in the future.



Look Ahead will make plans when more details are shared by the government.

Better Outcomes, Support & Services (BOSS)



BOSS is about rethinking the way we deliver support, making it more strengths-based, collaborative, and focused on what truly matters to our customers.



BOSS aims to get staff spending less time on computers and more time with our customers.



One part of BOSS is a new digital system. It will be an app and is being built with a company called Nourish.



You'll be able to:

- Set your own goals
- See your progress
- Compare with other services (if you want to)



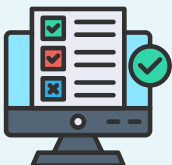
Staff working with you will also use BOSS to keep things up to date.



The aim is to give you more control and help you lead your own support.



We have employed an ex-customer, Tyler, who is the main contact for customer feedback and ideas about BOSS.



There will be chances to test the system before it officially launches.



The focus is on creating the right culture, one that supports quality engagement, empowerment, and control for customers.