

Tenant & Landlord Panel Meeting Notes

7th October 2025

Topics:

- Complaints
- Performance Reporting
- Update on our TSM Action Plan

We welcomed 4 Tenant Representatives at our October meeting - Sharron, Nahshon, Sharif, and Raf.

Changes to TALP

- We welcomed a new chair, Jo Ellis, Jo is a new Board member following the departure of Sharon Slotnick.
- We shared our new visual meeting notes which received positive feedback from the panel.
- The panel felt that there had been too many topics on the agenda at previous meetings. We'll now have fewer topics on the agenda, but go into more depth.



less is
MORE.

Action taken since the last meeting:

- Work is ongoing to:
 - Create a new tenant handbook
 - Make information clearer, and use less jargon
 - Share more about TALP and how it works
- What's happening next:
 - We will work together to make a TALP video for other tenants and staff
 - Plain english and visual meeting notes will continue to be used at future meetings.

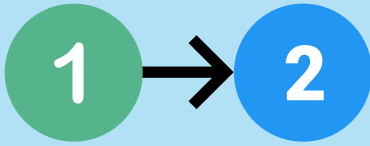


Complaints - what's happening?

Housing

Ombudsman Service

How Look Ahead handles complaints follows the Housing Ombudsman code



There are two stages, with clear response times.

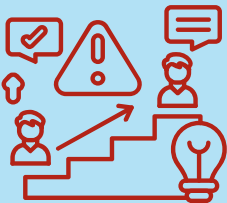


Staff have received training on complaints handling

Between April and August 2025 we received 28 complaints



- 18 of these complaints were upheld, meaning that we accepted the points raised



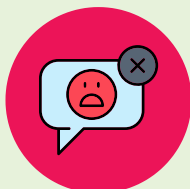
- 7 of these complaints progressed to the next stage

We said...

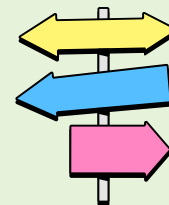
Some people may feel afraid to complain



The word 'complaint' can feel negative or unsafe



Different types of services need different approaches



We need to reduce stigma and empower people to complain



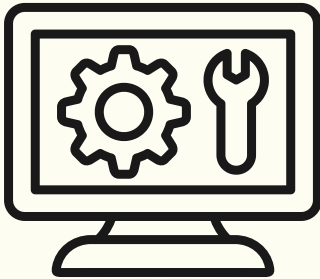
Complaints - what will happen next?



At the next meeting we will talk in more detail about local resolutions.



We will review whether complaints are being under-reported and share this information with the panel.



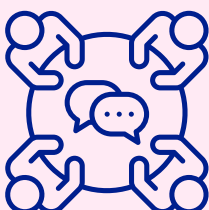
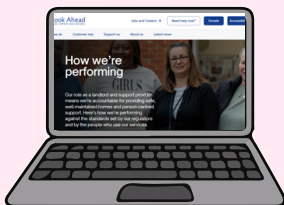
Work will continue to create new antisocial behaviour training and tools for staff.

Reporting performance to you



Look Ahead wants to be transparent about how we are performing, and share this information with you.

We do this by:



- Sharing data on our website (updated every 3 months using a traffic light system)
- Sharing 'You said, we did' on our website
- In our Heads Up customer magazine
- At regular forums like the Tenant and Landlord Panel and Customer Incident Panel

We've created a dedicated Customer Hub to make it easier to find our performance data.

We share information about:



- Repairs - how long they are taking and satisfaction



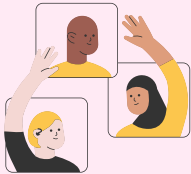
- Building safety (i.e. gas checks, fire safety etc)



- How quickly our customer contact centre respond to calls and emails



- The quality of our services



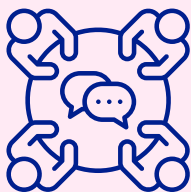
- Staffing



- Customer involvement in recruitment



- Tenant Satisfaction Measures



- What's happens at panels like TALP and the Customer Incidents Panel

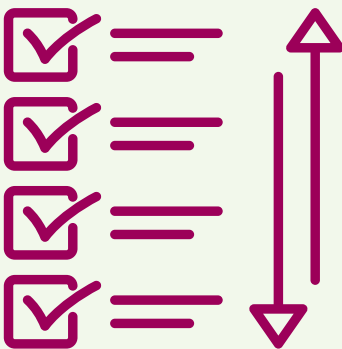


- Changes we've made as a result of customer feedback.

Our feedback

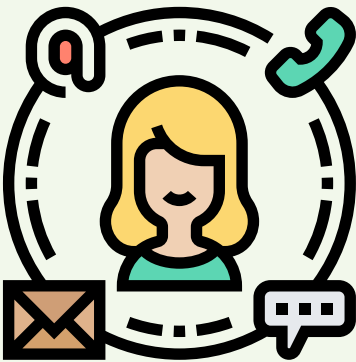


The language used isn't very clear in the compliance section - add more details so we know what it means



We care most about safety, repairs, diversity and inclusion, and customer involvement in recruitment.

This information should be closer to the top of the page.



Contact details aren't clear and accessible.



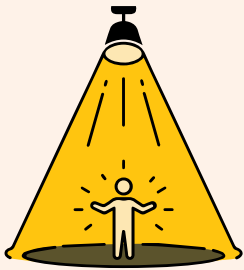
All services should display a poster with the results of their most recent Quality Audit

Update on our TSM Action Plan



When we finished our Tenant Satisfaction Measures survey last year, we created a plan to make sure we act on your feedback.

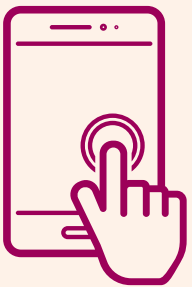
So far we have:



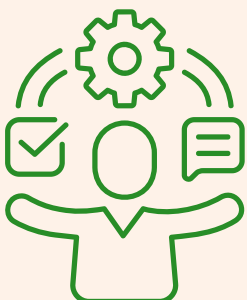
- Made sure that senior staff are more visible in all services, not just high-performing ones



- Been working with our Customer BOSS Builders on our Better Outcomes Support and Services project.



- Part of BOSS is a new digital system called Nourish. The new system will allow you to see and manage your own support plans, promoting empowerment and transparency.



- Clearer communication on how we're improving our response to Antisocial Behaviour, and who is responsible for leading this work.