

Tenant & Landlord Panel

Meeting Notes

19th March 2026

Topics:

- Complaints
- Update on our funding bid to improve services for managed tenants
- Housing Team Priorities

We welcomed 4 Tenant Representatives, Board members and Look Ahead staff to the March Tenant & Landlord Panel (TALP).

TALP gives customers the opportunity to review Look Ahead's performance, provide feedback and shape improvements to services.

Action taken since the last meeting

We have...

✓ Continued work on our new unsupported tenant handbook, which includes information about repairs, complaints, rights and responsibilities, safety and key contacts.

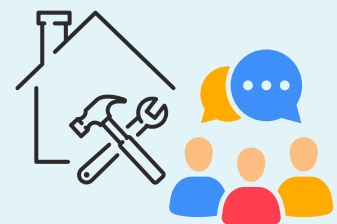


✓ Refreshed our Co-Production Strategy, including plans to strengthen customer involvement and improve our training offer.



Work still in progress...

🔧 Repair surgeries are being developed to give customers more opportunities to raise repairs and housing concerns.



🔧 A dedicated Tenant & Landlord Panel page is being developed for the website to share updates and information.

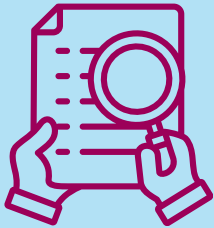


🔧 New checks are being introduced to improve tenancy sign-up and the information customers receive.



Complaints - what's happening?

We reviewed complaints received between April 2025 and February 2026.



Look Ahead received 57 formal complaints during this period.

A further 82 concerns were resolved locally.



85% of complaints were responded to within our target timescales, exceeding our target of 75%.

The most common reasons people complained were:

- Repairs and maintenance



- Service quality



- Communication



- Staff conduct



We also heard that complaint levels were higher in some Mental Health and Young People's services.



A tenant queried the high number of complaints at one Young People's service.



The team advised that these have reduced after an improvement plan was put in place.

What we said

Customers discussed the importance of taking damp and mould seriously.



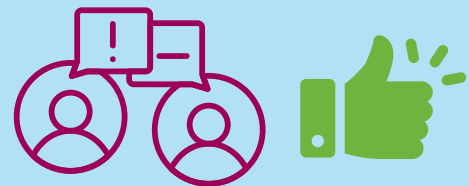
A tenant highlighted that damp and mould can have a significant impact on people's health, particularly for people with conditions such as asthma.



We heard that Look Ahead has clear procedures in place to respond to reports of damp and mould and meet new legal requirements.



We also talked about if it's easy to make a complaint.

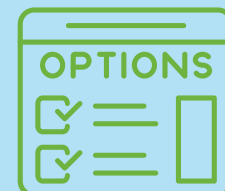


We discussed that there were several ways to raise concerns, including:

- Speaking to staff
- Sending an email
- Using the website



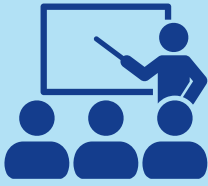
Tenants felt the complaints process seemed easy to access and like having different options available.



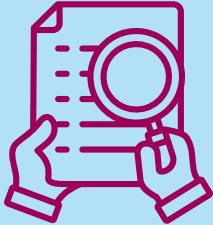
A tenant shared an example of raising a concern through his key worker, who acted quickly to get the issue addressed before it became a bigger problem.



Complaints - what are we doing to improve?



Complaints training continues to be mandatory for all staff.



Complaint cases are regularly reviewed to identify learning and improve services.

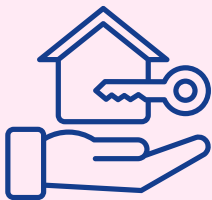


New easy to understand information is being developed to help customers understand how to raise concerns.



Additional quality checks are being carried out to ensure complaints are handled consistently.

Housing and Landlords



We discussed services where Look Ahead provides support but another landlord owns the building.

Around 350 customers live in this type of accommodation.

What are the challenges?

One of the biggest causes of dissatisfaction is confusion about:

- Who owns the building
- Who is responsible for repairs
- Who customers should contact when something goes wrong



This can lead to delays and frustration when issues arise.

What is Look Ahead doing to improve?



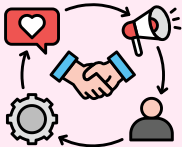
- Working with 13 landlords to improve services and resolve issues.



- Developing clearer guidance for both customers and staff.



- Including information about property ownership and repair responsibilities within the new Tenant Handbook.



- Increasing engagement between landlords and customers.



- Our future plans include increasing the number of services we provide in buildings that we own.

The panel then took part in group discussions about what they think the priorities of our Housing team should be for the next year.

We said they should focus on...

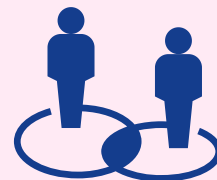
Improving the quality and comfort of homes.



Better information about local amenities and services when moving to a new area.



Improving indoor and outdoor communal areas and shared facilities.



Better furnishings and living environments.



Information session

Update on our tenant handbook



The panel received an update on the new Unsupported Tenant Handbook.

It has been designed for tenants who live in Look Ahead homes, but do not receive support from us.

The handbook has been developed with customers and includes information about:



- Tenancy agreements



- Rent and service charges



- Repairs and safety



- Looking after your home



- Complaints



- Opportunities to get involved



- Important contacts



The handbook has been written in plain English and designed to be easy to understand.

A draft version will be shared at the next TALP meeting for feedback.

Our Co-Production Strategy

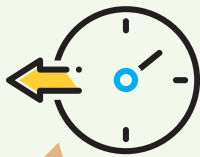
We also heard about the refreshed Co-Production Strategy.

The strategy builds on progress made since 2019, including:

- The creation of TALP
- Greater customer involvement in recruitment
- The development of volunteering opportunities
- The growth of peer support roles



The new strategy focuses on:



- Involving customers earlier in decisions



- Improving feedback on the impact of customer involvement



- Creating clearer progression opportunities



- Improving communication



- Removing barriers that stop people getting involved



- Expanding learning and training opportunities

Customers have shaped the final strategy through consultation and feedback.

Customer Involvement in Recruitment

Customers heard about opportunities to get involved in recruiting new staff.

This can include:

- Helping write interview questions
- Joining interview panels
- Meet and greets or service tours
- And more!



We are still committed to our target of involving customers in 80% of all of our recruitment.

In 2025/26 we had customers involved in 58.6% of recruitment.

Tenant Representatives agreed that involving people with lived experience helps Look Ahead recruit the right people.

The panel reflected that there may need to be some more guidance to make sure that all teams are getting customers involved in recruitment consistently.



What happens next?



The next TALP meeting will be on 9th July 2026.

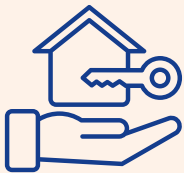
At this meeting...



The Panel will review the Tenant Handbook draft.



The Housing Team will share their plans and what TALP feedback has influenced.



We will provide an update on our work with landlords and improving information about responsibilities.



We will share the final Co-Production Strategy.



We will review our tenant perception survey results.



We will receive a further update on complaints performance.

Thank you!

Thank you to everyone who attended and shared their views.

Your feedback helps us improve services and ensures customer voices continue to influence decisions across Look Ahead.