

Customer Experience Panel Meeting
14th April 2026 7pm – 8.30pm
Hightown House, Maylands Avenue

		Action Owner
1.0	Introductions and Apologies	ER
1.1	Apologies were noted.	
1.2	Declarations of Interest.	
1.2.1	ER advised that these need to be renewed each year and requested new ones to be completed. Action: ER to chase member if not submitted within two weeks	
1.3	Minutes of previous meeting and matters arising.	
1.3.1	Minutes agreed.	
1.3.2	SJP thanked everyone for voting for the new logo which is now being used.	
2.0	Standing Items	
2.1	Community Development and Resident Involvement report.	
2.1.1	The Panel had no comments on the report.	
2.2	Tenant Satisfaction Measures action plan 2024.	
2.2.1	SJP advised that any outstanding items will be carried over to the 2025 action plan.	
2.3	Update Resident data collection project.	
2.3.1	SJP informed the Panel that the project will be going live on 06 th May 2026.	
2.3.2	SJP advised the Panel that this year's summer event will be 'Tell me More on the Road' This will be to gather data from customers that have not been reached by telephone.	
3.0	Barriers to engagement review report.	
3.1		

3.2	SJP advised that this report will be presented to the Board by BR in July. SJP thanked BR and KH for all their hard work.	
4.0	What are Tenant Satisfaction Measures?	
4.1	SG presented an overview – please see appendix 1.	
4.2	Tenant Satisfaction Measures results.	
4.2.1	SG noted that overall, the results show a year-on-year improvement in tenant satisfaction, with low-cost rental accommodation generally performing above the national average. The lower-scoring areas continue to be complaints handling, anti-social behaviour (ASB), and contribution to neighbourhoods. These lower scores are common across the sector and are often linked to factors such as high volumes of complaints, the complexity of ASB cases, and differences between resident expectations and outcomes.	
4.2.2	KH was interested to see that Contribution to Neighbourhoods is low.	
4.2.3	SJP commented that a lot of work was undertaken last year to combat that and the results have improved.	
4.2.4	SG advised that Hightown results are improving and most of the results are above the national average. ASB and complaints are increasing with all housing providers.	
4.2.5	SJP proposed that when the KPI's are discussed at the July meeting, then a comparison can be made with the results and an area to focus on can be decided.	
4.3	Tenant Satisfaction Measures action plan 2025.	
4.3.1	SJP reviewed the proposed Tenant Satisfaction Measures (TSM) Action Plan with the Panel, outlining that the purpose of the discussion was to ensure members were satisfied with the plan, identify any changes required, and agree appropriate target dates for delivery.	
4.3.2	SJP drew attention to the actions highlighted in blue and advised that these actions are taken from the 'Barriers to Engagement' report. These will be ongoing actions and ensuring that Hightown and advised all customers of what is taking place. MB questioned how this information will be shared with customers.	
4.3.3		

4.3.4	SJP confirmed that the videos that had taken place in the meeting will be shared on social media and included in the digital newsletter. The printed newsletter, which goes out twice a year, will include a regular section on Resident Involvement Panels, telling all our customers the great work that is being done and will also include recruitment to the panels. This will include updates by the Customer Experience Panel, highlighting key outcomes and demonstrating how customer feedback has influenced decisions.	
4.3.5	SJP questioned as to what target date the Panel would like.	
4.3.6	TC suggested a 3-month review and the Panel concurred.	
4.3.7	SJP confirmed that they would be discussed at the quarterly meeting.	
4.3.8	TC questioned whether the webinars were still taking place	
4.3.9	SJP confirmed that they are still taking place but due to level of work needed and resourcing it was decided to reduce the times to approximately every 8-12 weeks. The topics were also discussed on what has been done and likely topics for the future.	
4.3.10	TC questioned that is they are good why not more are being done.	
4.3.11	SJP re-iterated the resources needed and that not all staff are comfortable in front of a camera so there is also a training need at times.	
4.3.12	The Panel agreed a target date of March 2027.	
4.3.13	TC questioned when the dates were being published for the major works programme.	
4.3.14	SJP advised that she has reached out to the Procurement Manager for information. When would the Panel suggest?	
4.3.15	KH suggested September.	
4.3.16	TC stated that it was too long.	
4.3.17	SJP will speak to the Procurement Manager and then put a date in the plan.	
4.3.18	SJP questioned if the Impact Assessment, that is delivered in October relaying all the RI activities, could be delivered in a different way. Can it be improved? Could it be more user friendly as now it is very word heavy? Some events need to be undertaken even if no results such as the Fraud Amnesty week.	

4.3.19	KH questioned if it was found to be valuable.	
4.3.20	SJP suggested a mini project could be undertaken. Could it be assessed against the Consumer Standards?	
4.3.21	KH confirmed that she felt that would be a better use of the assessment.	
4.3.22	SJP committed to a date of October 2026.	
4.3.23	SG advised that TPAS are developing a product to assess engagement and it will be able to be used with the regulator. It will be sent to SJP when more is known.	
4.3.24	SJP advised that the action highlighted in yellow are carried over from last year. Some of the actions had been completed but it was felt that more could be done so had been carried over.	
4.3.25	SJP indicated that some actions are owned by different heads of departments or managers, these will be spoken to for clarification and then will be fed back to the Panel.	
4.3.26	SJP advised that for TP05 this is an ongoing action and will continuously be updated.	
4.3.27	SJP informed the Panel that for TP10 and TP11 which includes ground maintenance, a focus group would normally be arranged in advance of the contract expiring, which is June 2027. It is believed that this needs to be reviewed September 2026.	
4.3.28	SJP confirmed that more is trying to be in neighbourhoods to increase satisfaction, and this will be ongoing and reviewed regularly.	
4.3.29	SJP informed the Panel that more is being done to handling ASB and we are working with local partners and the police.	
4.3.30	JF advised that we do it well, but we are not good at shouting about the good work that we do.	
4.3.31	SJP explained that we need to encourage reporting of ASB as at present it needs to get better. There is a push for Hate Crime as our figures are very low but are they true? It was re-iterated that a lot of good work is done but we need to do more 'You Said We Did' should they be done quarterly instead.	
4.3.32	TC feels that would be better as too many and they won't have an impact.	

4.3.33	The Panel agreed to a September 2026 deadline and quarterly targets.	
5.0	Communications	
5.1	Photographs and interviews.	
5.1.1	Interviews were completed by the Comms team for all Panel members and staff. Photographs of the Panel were taken also.	
6.0	Any Other Business.	
6.1	Nothing was raised.	
7.0	Close of Meeting	
7.1	Meeting closed at 9pm	
7.2	Date of next meeting: 12 th May 2026 via Teams.	

TENANT PERCEPTION SURVEY

The Tenant Perception Survey is centred on the Regulators Tenant Satisfaction Measures introduced on 1st April 2023.

What are the Tenant Satisfaction Measures?

Tenant Satisfaction Measures (TSMs) are a set of 22 performance indicators established by the Regulator of Social Housing in England to assess how well social landlords manage properties and services. They include tenant surveys and performance data, covering five key areas: overall satisfaction, repairs, building safety, engagement, and complaints.

Key areas measured include:

- **Overall satisfaction:** Satisfaction with the service provided.
- **Keeping properties in good repair:** Satisfaction with repairs, maintenance, and the time taken to complete repairs.
- **Maintaining building safety:** Satisfaction that the home is safe, including gas, fire, asbestos, water, and lift safety checks
- **Respectful and helpful engagement:** Satisfaction that the landlord listens to views, acts on them, and treats tenants with respect.
- **Responsible neighbourhood management:** Dealing with antisocial behaviour.
- **Effective handling of complaints:** Frequency of complaints and satisfaction with the handling process.

Landlords are required to collect and publish this data annually to improve transparency and service quality.

Why is it important to question and challenge information?

Tenant Satisfaction Measures (TSMs) are essential for assessing how well social housing landlords in England provide quality homes, safety, and services. Introduced by the Regulator of Social Housing, these 22 measures, (covering repairs, safety, complaints, and engagement) enable tenants to hold landlords

to account, allow for performance comparison, and highlight areas for improvement.

Key reasons for reviewing TSMs include:

- **Improving Service Quality:** TSMs provide a direct view of tenant sentiment, helping landlords identify where to focus improvements in property repairs, safety checks and neighbourhood management.
- **Accountability and Transparency:** Landlords must report these findings annually, ensuring they are accountable for their performance and providing tenants with a clear picture of how they are performing.
- **Regulatory Compliance:** It's a statutory requirement for social housing providers to collect and submit this data, ensuring compliance with the Transparency, Influence and Accountability Standard.
- **Comparison and Best Practice:** The measures enable tenants to compare performance across different providers, driving up standards in the sector.
- **Evidence-Based Decisions:** Following major safety regulations, these measures ensure that tenant voices are heard, helping landlords understand which areas are in need of attention.

What do we mean by effective Challenging and Questioning?

Effective Challenging is “*a call to prove or justify something*”

- It's about assertively asking for reasoning / evidence / information to back up an opinion / proposal.
- We then need to try and see and understand the other persons perspective
- Then formulate our own proposal in response based on reasoning / evidence / information

When we effectively challenge, we need to consider:

- Why we disagree?
- Is the other persons perception of the situation different to ours?
- Are all the facts available to everyone?
- Are there many ways of approaching the issue – do we need to look at and objectively test each of the options?

Effective Questioning:

- Involves asking the **right questions in the right way**
- You know your questioning has been effective if you are able to find out the information you were seeking
- To effectively challenge you are probably going to start out by effectively questioning to establish the facts.