

## Resident Strategy and Performance Session

**Venue:** Microsoft Teams

**Date:** 1st April 2025      **Time:** 18.00 – 20.00

**Present:** Lindy Morgan – Chair, Board Chair (LM), Georgina Parkinson – Director of Housing (GP), Kirsty McGivney – Property Director (KMc), Gavin Jones – Head of Communications & External Affairs (GJ), John Bruton – Board Member (JB), Meghan Rank – Home Ownership Manager (MR), Kenneth Templey – Resident (KT), Nina Raisbury – Resident (NR), Marie McLeish – Resident (MM), Katie Millar – Resident (KM), Greg Roche – Director TSM Research (GR), Jude Nottingham – MD TSM Research (JN), Shaunna Jennings – Senior Researcher TSM Research (JS), Michael O Ejeomo – PA to Housing Director (MOE – Minute Taker)

<b>Apologies:</b>	Jo Lavis, Zoanne Martin, Pamela Swan	
	<b>Agenda Items</b>	<b>Action</b>
<b>1</b>	<b>Welcome and Apologies</b>	
	Participants introduced themselves and apologies from Jo Lavis, Zoanne Martin and Pamela Swan were noted. GP introduced the use of AI transcription for the meeting, explaining that it had been piloted successfully in an internal meeting. MOE is the backup in case the AI transcription does not work.	
<b>2</b>	<b>Minutes of the last meeting</b>	
	LM led the review of the minutes from the last meeting, with participants confirming their accuracy and discussing any points of clarification or actions to be taken.	
<b>3</b>	<b>Actions arising</b>	
	<p>KMc provided updates on various actions, including publishing information about planned work, contractor appointment times, and SMS notifications to shared owners. NR raised a concern about the clarity of text messages regarding repair completion dates. <b>KMc agreed to look into this.</b></p> <p>GP and LM discussed the formation of a task and finish group for shared owners, with input from MO and MM. The group will focus on identifying priorities for shared owners and leaseholders.</p> <p>Please see the action log for updates on all actions.</p>	<b>KMc</b>
<b>4</b>	<b>Tenant Satisfaction Measures questions</b>	
	<p>GP introduced the discussion on TSM, with Greg Roche (GR) and Jude Nottingham (JN) providing insights on the importance of actionable questions and the need to focus on repairs and complaints. Participants discussed the methodology of surveys and the potential for adding additional questions.</p> <ul style="list-style-type: none"> <li><b>Repairs and Complaints Focus:</b> GR and JN emphasized the importance of focusing on repairs and complaints in the TSM survey. Participants discussed the need for specific questions related to repair types, contractor performance, and the resolution of complaints.</li> </ul>	

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	<ul style="list-style-type: none"> <li><b>Communication Preferences:</b> NR suggested including a question in the TSM survey about residents' preferred communication methods. GJ provided information on the current methods used to track newsletter engagement and communication preferences.</li> </ul>	
<b>5</b>	<b>Actions in the Business Strategy</b>	
	GP and KMc led the discussion on the business strategy, focusing on delivering quality services to residents and maintaining and investing in homes. Participants provided feedback on the actions and targets outlined in the strategy.	
<b>6</b>	<b>Key Performance Indicators</b>	
	NR raised a concern about the employee satisfaction target remaining at 90% without aiming for improvement. GP explained the rationale behind maintaining the target to allow for necessary changes that may impact employee satisfaction.	
<b>7</b>	<b>AOB</b>	
	<p>NR inquired about the annual vouchers for resident representatives, which were delayed. <b>GP assured that she would follow up on the issue.</b></p> <p><b>Follow up tasks:</b></p> <ul style="list-style-type: none"> <li>TSM Additional Questions: Discuss with the Complaints Residents group to determine if an additional question under complaints should be added to the TSM survey.</li> <li>TSM Survey Blended Approach: Evaluate the feasibility and budget for implementing a blended approach (telephone and online) for the TSM survey and provide feedback to the group.</li> <li>TSM Survey Repairs Questions: Develop and finalize additional questions for the TSM survey focusing on the repairs experience, including type of repair and whether it was completed on time.</li> <li>TSM Survey Communication Preferences: Consider adding a question to the TSM survey or a separate survey to determine residents' preferred communication methods.</li> <li>TSM Survey Housing Officer Awareness: Evaluate the need for a question in the TSM survey to determine if residents know who their housing officer is and what they would like to discuss with them.</li> <li>Final Strategy Review: Send the final draft of the business strategy to the group for any last-minute feedback before publication.</li> </ul>	<p><b>GP</b></p> <p><b>GP</b></p> <p><b>GP/KMc</b></p> <p><b>GR/JN/S J GP/GJ</b></p> <p><b>GP</b></p> <p><b>GP</b></p>