



- Minutes from the:

St Albans City & District Council Tenant and Leaseholder Forum

1. Date / Time:

09 December 2025, 6:00 pm – 7:30 pm

2. Attendees:

Tenants and leaseholders from a range of neighbourhoods attended the Forum, including residents from London Colney, Harpenden, Aldwick Court, Thirlestane and Richard Stagg Close.

Officers from Housing and Resident Engagement were present, alongside the Councillor with responsibility for Housing and the Housing & Inclusion Committee.

The Resident Engagement Officer opened the session, welcomed attendees and outlined the purpose of the Forum. Members were updated on progress since the previous meeting, including recent litter picks, increased visibility of Housing Officers and wider community engagement activity. The agenda for the meeting was then confirmed.

3. Disclosure of Personal and/or Pecuniary Interests:

- No financial or pecuniary interests were declared.

4. Minutes of the Previous Meeting

The minutes of the previous meeting were noted. Officers confirmed that actions arising are being progressed through the ongoing resident engagement and service improvement programme.

5. Tenant Satisfaction Measures (TSMs)

Officers provided an overview of the forthcoming launch of the Tenant Satisfaction Measures (TSMs).



Key points raised included:

Residents were advised that surveys will commence shortly and may be issued via email, telephone or SMS. Telephone engagement will be used where appropriate to help maximise response rates.

It was confirmed that the Forum will reconvene in February to review early TSM feedback and emerging trends.

Officers explained that CX Feedback will support the TSM approach, with insight used to inform future engagement activity through a data-led methodology.

Reassurance was provided that CX Feedback filtering tools will help identify gaps in engagement and support more targeted communication with tenants.

Residents suggested that previous annual performance results should be shared more openly to demonstrate that tenant feedback is driving service improvement. Officers acknowledged this point and agreed that greater transparency would help strengthen trust and close the feedback loop.

Members were advised that inspection outcomes are expected at the end of January and that headline results will be shared with residents once available.

6. Engagement Update

Officers provided an update on recent and planned engagement activity.

Key updates included:

A drop-in session at Breadcroft has been trialled and is intended to become a regular feature within selected flat blocks.

There is an ongoing plan to roll out similar drop-ins across additional locations to strengthen local presence and build trust with tenants.

Recent and planned engagement locations include London Colney (Caledon Club), Hatfield Road pop-up stalls, St Albans market and the Harpenden Farmers' Market.

Future community days and drop-ins will increasingly be targeted using a data-driven approach informed by CX Feedback.

Some leaseholders queried the purpose and impact of Community Days, expressing concern that they could be perceived as tokenistic. Officers noted the feedback and reiterated the importance of ensuring events provide meaningful opportunities for residents to raise issues and receive follow-up.

Additional suggestions included:



Greater use of local magazines to promote drop-in opportunities.

Ensuring clear points of contact are provided following engagement events.

Concerns were raised regarding repairs processes delivered by the Council's contractor. Officers confirmed that CX Feedback will be used to generate deeper insight into repairs performance and support improved follow-up.

It was noted that the revised repairs survey will be presented to the Forum for approval at the next meeting.

7. Performance Scrutiny Update

Officers outlined recent service improvements and scrutiny activity.

Updates included:

Estate inspections have been reinstated.

Arrears segmentation has been implemented to support more targeted income management.

New tenant visits are being strengthened.

"No access" reporting will distinguish between tenant and contractor responsibility, with CX Feedback supporting audit and oversight.

Installation of communal notice boards is being explored.

Work is progressing on the introduction of QR codes and support for digital and computer literacy.

8. Repairs and Communication

Officers confirmed that the Housing Repairs Handbook has been shortened and simplified following feedback from the previous Forum. The revised version aims to remain compliant while improving accessibility for tenants.

Key discussion points included:

Suggestions from the last Forum have been incorporated into the updated Handbook.

Repair timing information is being shared more closely with the contractor to improve communication.



Officers acknowledged the ongoing challenge of reaching tenants who do not regularly check email or SMS communications.

The long-term aim remains to strengthen community cohesion across blocks, streets and wards.

Residents also commented that councillor visibility within neighbourhoods could be improved, noting that some tenants are unclear who their local councillor is. The potential for more visible mid-year councillor engagement sessions was discussed.

Concerns were raised that preventative maintenance in communal areas can at times be overshadowed by internal repair priorities. Officers confirmed that work is progressing on a Communal Areas Design and Maintenance Strategy, with Forum input welcomed ahead of a proposed report in January.

9. Next Steps

Actions arising from the meeting include:

Share TSM survey information and review early results at the February Forum.

Explore publication of previous annual performance results to demonstrate service improvement.

Continue targeted engagement activity using CX Feedback insights.

Present the revised repairs survey to the next Forum for approval.

Progress installation options for communal notice boards and QR codes.

Incorporate Forum feedback into the Communal Areas Strategy development.

Continue work to strengthen repairs communication and contractor oversight.

10. Date of Next Meeting

The next Tenant and Leaseholder Forum is scheduled for April 2026. Confirmation of the date and arrangements will be shared with residents in due course.