



- Minutes from the:

St Albans City & District Council Tenant and Leaseholder Forum

1. Date / Time:

26 February 2026, 6:00 pm – 7:30 pm

2. Attendees:

Residents attended from a range of neighbourhoods including Aldwick Court, Richard Stagg Close, London Colney, Harpenden and Haig Close.

Officers from Housing and Resident Engagement were present, alongside the Asset Manager.

The Resident Engagement Team Leader opened the session, welcomed attendees and introduced Rachel Norton in her role supporting resident engagement and scrutiny.

3. Disclosure of Personal and/or Pecuniary Interests:

- No financial or pecuniary interests were declared.

4. Minutes of the Previous Meeting

The previous minutes were noted.

An update was provided on the **Repairs Handbook**, which has been redesigned to be shorter, clearer and more accessible. A digital version will be shared with Forum members, with printed copies issued to new tenants at sign-up.

5. Housing Communal Areas Strategy

The Forum received an overview of the developing Housing Communal Areas Strategy.

Key points included:

The strategy will cover communal spaces such as bin stores, parking areas, garages and estate environments, with tenant feedback informing priorities.

A rolling Stock Condition Survey programme is in place, assessing approximately 20% of homes each year, with data currently held on around 92% of stock.

Surveys are being extended to communal areas, with a pilot currently underway.

External cleaning contracts are in place, supported by Estate Wardens responsible for monitoring performance and environmental standards.

Contractor performance will be regularly reviewed against agreed standards and requirements.

A three-year tree works programme is underway, focusing on health and safety and structural issues within tenant gardens and communal areas.

Works outside of Council-owned land fall under Hertfordshire County Council and should be reported accordingly.

Garage provision will be reviewed based on demand and condition.

Investment decisions will be guided by budget, safety considerations and survey findings.

Decarbonisation works are being considered as part of longer-term estate improvements.

Residents raised a number of points, including:

Concerns regarding fly-tipping, particularly in the Wingate area. Officers confirmed enforcement action is taken where evidence is available, including the use of CCTV in some locations.

The importance of education around waste management.

A suggestion that leaseholders could be more involved in contractor selection.



Requests for improved infrastructure, including bike storage, mobility charging points and better provision for bikes and scooters.

6. Tenant Satisfaction Measures (TSMs)

Officers provided an update on Tenant Satisfaction Measures (TSMs).

Key points included:

Results will be used to inform a more targeted, data-led approach to engagement.

Future focus groups will concentrate on key themes identified through survey results, rather than individual cases.

This approach will support greater accountability and help identify priority areas for improvement.

It was noted that resident feedback has already influenced changes to policy and service delivery.

7. Repairs Handbook

Officers confirmed that the updated Repairs Handbook will be launched shortly.

The revised version has been designed in response to resident feedback, with a focus on improving clarity, accessibility and usability.

8. Regulatory Judgement – Resident Engagement Update

Officers provided an update on the recent judgment issued by the Regulator of Social Housing, which resulted in a C2 grading.

While the Council demonstrated a positive and respectful approach to residents, the judgment identified areas for improvement, particularly in relation to:

Providing more consistent and accessible information to residents

Strengthening formal opportunities for tenant influence and scrutiny

Ensuring resident feedback is clearly evidenced and used to inform service delivery

Officers confirmed that work is underway to address these areas, including the development of structured engagement approaches, targeted focus groups and improved "You Said, We Did" feedback reporting.

9. TPAS Resident Engagement Focus Groups

Residents were invited to take part in upcoming focus groups supported by Tenant Participation Advisory Service.

Key points included:

Focus groups will provide targeted opportunities for residents to review and influence specific service areas.

Training and support will be provided to participants.

Sessions will be informed by TSM results, with relevant service leads attending to respond directly to feedback.

These groups will support scrutiny and help ensure services are held to account.

10. Nest Steps

Actions arising from the meeting include:

Progressing the development of the Communal Areas Strategy, incorporating resident feedback.

Continuing Stock Condition Surveys, including the communal areas pilot.

Strengthening resident engagement through targeted focus groups aligned to TSM results.

Launching and distributing the revised Repairs Handbook.
judgment

Developing enhanced scrutiny arrangements in response to the regulatory judgement.

11. Date of Next Meeting

The next Tenant and Leaseholder Forum will take place on Thursday, 30 April 2026. Details will be shared with residents once confirmed.