



- Minutes from the:

St Albans City & District Council Tenant and Leaseholder Forum

1. Date / Time:

30 April 2026, 6:00 pm – 7:30 pm

2. Attendees:

Residents attended from a range of neighbourhoods across the district, including Aldwick Court and other housing estates and neighbourhoods.

The following officers and representatives were present:

- Resident Engagement Team Leader
- Resident Engagement Officer
- Strategic Director – Community and Place Delivery
- Lead Councillor for Housing and Homelessness
- Strategy, Quality and Assurance Manager
- Community Engagement, Equality and Grants Officer

The Resident Engagement Team Leader opened the session, welcomed attendees and introduced the evening's speakers. Residents were directed to the fire exits and accessible facilities before the meeting commenced.

Residents shared constructive feedback on a range of housing and neighbourhood matters, with officers providing updates and responding to issues raised throughout the meeting. The discussion reflected the Council's continued commitment to transparency, resident engagement and using tenant feedback to inform service improvement activity and ongoing service improvement.

3. Disclosure of Personal and/or Pecuniary Interests:

- No financial or pecuniary interests were declared.

4. Minutes and Actions from Previous Meeting

The minutes from the February 2026 Tenant and Leaseholder Forum were noted.



The Resident Engagement Team Leader provided an update regarding the continued development of resident engagement activity following the Regulator of Social Housing inspection. It was confirmed that focus groups linked to Tenant Satisfaction Measures (TSMs) were continuing to be developed to support a more targeted and data-led approach to engagement and scrutiny.

The Resident Engagement Team Leader also confirmed that resident feedback gathered through surveys, complaints and engagement sessions was continuing to inform service reviews and improvement planning.

5. Post-Inspection Context and Leadership Perspective

The Strategic Director – Community and Place Delivery and the Lead Councillor for Housing and Homelessness provided an overview of the Council's position following the inspection by the Regulator of Social Housing and reflected on the importance of resident engagement in shaping service improvement.

The Strategic Director – Community and Place Delivery spoke about the importance of transparency, accountability and ensuring that residents feel listened to and respected. Residents were encouraged to continue sharing their experiences and concerns directly with Housing Services and senior leadership.

Discussion focused on the importance of tenant voice in influencing future priorities and ensuring that improvements reflect the lived experience of residents. It was emphasised that resident feedback plays a key role in shaping service delivery and holding services to account.

Residents welcomed the opportunity to engage directly with senior leadership. One resident commented positively that tenants should not feel treated as “stock” and expressed appreciation for the more open and resident-focused approach being taken.

The Lead Councillor for Housing and Homelessness discussed the importance of maintaining safe, clean and respectful living environments for residents and acknowledged that the condition of homes and communal areas directly influences how valued residents feel.

Several concerns were raised regarding estate standards and contractor performance, particularly in relation to communal areas, repairs and environmental maintenance.

Concerns raised included:

- Communal walkway repairs and workmanship standards
- Overflowing bins and associated health and safety concerns



- Communication with residents regarding ongoing works
- The consistency of communal cleaning standards
- Delays and updates relating to repairs and complaints

One resident raised concerns regarding the condition of communal walkways and suggested that the standard of some works undertaken did not reflect the Council's stated values and expectations.

Residents also discussed issues relating to overflowing bins, environmental cleanliness and fire safety risks. Suggestions were made around reviewing bin provision and monitoring arrangements to ensure estates are maintained appropriately.

Positive feedback was shared regarding recent window cleaning works at Aldwick Court, although residents requested clarification on whether this would form part of an ongoing programme rather than a one-off improvement.

The Strategic Director – Community and Place Delivery acknowledged the concerns raised and confirmed that feedback would inform ongoing service reviews and contract monitoring arrangements.

6. Regulatory Judgement and Improvement Plan

The Strategy, Quality and Assurance Manager provided a detailed overview of the recent regulatory judgement issued by the Regulator of Social Housing, which resulted in the Council receiving a C2 grading.

It was explained that the judgement identified "some weaknesses in delivering the outcomes of the consumer standards where improvement is needed." Residents were advised that the judgement is publicly available through the Regulator of Social Housing website.

The Strategy, Quality and Assurance Manager explained that the Council had reviewed the judgement in detail to identify both strengths and areas requiring improvement. It was noted that the findings were not unexpected, as substantial preparatory work and improvement planning had already been undertaken ahead of the inspection.

The Forum heard that the regulator identified several areas where the Council is performing well, including:

- A strong understanding of its housing stock
- Meeting legal compliance requirements
- Partnership working in relation to anti-social behaviour
- Appropriate allocation of tenancies



- A respectful and positive culture towards tenants
- Evidence that engaged residents feel listened to and valued

The Strategy, Quality and Assurance Manager also outlined the main areas requiring improvement, including:

- Oversight and reporting relating to remedial actions
- Performance against routine repairs targets
- Reporting and monitoring of hate crime
- Oversight of the tenancy standard
- Improving the collection and use of tenant data
- Strengthening tenant influence and scrutiny arrangements

Discussion took place regarding the importance of communication and responsiveness, particularly when complaints or repairs are ongoing. One resident shared positive feedback regarding a recent call received from a senior manager in relation to a complaint and noted that residents value opportunities to explain concerns directly rather than relying solely on written correspondence.

Residents also commented that communication remains an area requiring improvement, particularly around repairs updates and contact with leaseholder services.

The Strategy, Quality and Assurance Manager explained that improvement plans are in place and are being monitored regularly at a senior level. It was confirmed that performance indicators, TSM results, complaints data and resident feedback are being used collectively to inform service improvements and monitor progress.

The Forum also heard that:

- Regular meetings are taking place with the Regulator of Social Housing
- Service managers meet regularly to review complaints, risks and performance
- Data and reporting tools, including Power BI, are being used to strengthen oversight and identify trends
- Residents will continue to be updated on progress and improvement activity

Residents were encouraged to continue engaging with surveys, focus groups and scrutiny opportunities to help shape future services and hold Housing Services accountable.

7. Communal Areas / Cleaning Survey Update

The Resident Engagement Officer presented the findings from the Communal Areas and Cleaning Survey.



It was explained that the survey was undertaken following concerns raised by residents regarding the standard and consistency of communal cleaning across estates and blocks.

Headline findings and key themes from the survey were discussed, including:

- Concerns regarding the consistency of cleaning standards
- Confidence that cleaning schedules are being completed
- Environmental issues relating to bins and communal areas
- The importance of visible estate standards
- Resident expectations around accountability and monitoring

Residents discussed the importance of maintaining communal areas to an acceptable standard and highlighted the impact that poor environmental conditions can have on wellbeing, safety and confidence in services.

The Resident Engagement Officer confirmed that survey findings would be used to inform future contract monitoring, service reviews and improvement planning.

8. Annual Report – Resident Input

The Resident Engagement Team Leader invited residents to provide feedback on priorities and content for the upcoming Housing Annual Report.

Discussion focused on ensuring the report reflects genuine resident priorities, service improvements and areas where further work is still required.

Residents highlighted the importance of clear communication, transparency and demonstrating how resident feedback has influenced decisions and service delivery.

9. Tenancy Agreement – Upcoming Consultation

The Resident Engagement Team Leader provided an overview of the planned review of the Council's tenancy agreement.

It was explained that the review forms part of wider service improvement activity and aims to ensure the agreement remains clear, accessible and aligned with current legislation and good practice.

Residents were advised that a formal consultation process would take place and that tenants would be encouraged to provide feedback on proposed changes.

10. Equality and Diversity



The Community Engagement, Equality and Grants Officer provided an overview of work taking place to support equality, diversity and inclusive engagement across Housing Services and the wider Council.

Discussion included the importance of ensuring that services remain accessible, inclusive and responsive to the diverse needs of residents and communities.

The Forum also discussed the Level 2 Certificate in Equality and Diversity, which several officers have recently undertaken as part of their professional development. It was noted that the course had helped improve understanding of the different experiences, challenges and barriers that residents may face, supporting more inclusive communication and service delivery.

Residents responded positively to the discussion, with one resident expressing interest in joining a future cohort should opportunities become available. It was agreed that information regarding future opportunities would be shared with Forum members.

Further discussion took place around the visibility of equality and diversity support within Housing Services. One resident suggested that equality champions or named points of contact could be more visible to residents.

The Community Engagement, Equality and Grants Officer confirmed that internal equality champion arrangements are already in place within the organisation and acknowledged that opportunities to strengthen visible resident-facing support could be explored further.

Residents also highlighted the importance of ensuring that resident communications and meeting materials remain clear and accessible for all residents.

11. Any Other Business

Residents raised additional concerns regarding communication, repairs updates and the importance of ensuring residents receive timely information regarding ongoing cases and service requests.

Officers acknowledged the feedback and confirmed that improving communication and resident confidence remains a key priority within the wider improvement programme.

12. Next Steps

The Forum agreed that resident engagement, transparency and communication would remain central to ongoing service improvement activity.



Actions arising from the meeting include:

- Continuing delivery and monitoring of the Housing Improvement Plan
- Using survey and complaint data to inform service improvements
- Progressing resident focus groups and scrutiny opportunities
- Reviewing feedback relating to communal cleaning and environmental standards
- Continuing engagement with residents regarding the tenancy agreement consultation
- Reviewing accessibility considerations in resident communications and engagement materials

13. Date of Next Meeting

Details of the next Tenant and Leaseholder Forum will be shared with residents once confirmed.