



- Minutes from the:

St Albans City & District Council Tenant and Leaseholder Forum

1. Date / Time:

07 October 2025, 6:00 pm – 7:30 pm

2. Attendees:

13 tenants and leaseholders from a range of neighbourhoods attended the Forum, including residents from Haig Close, Abbotts Avenue West, Sleepshyde Lane, Richard Stagg Close, Ridgedown, Lybury Lane, Grindcobbe, Aldwick Court, Five Acres, Beech Crescent, Riverside Road and Thirlestane.

Officers from Housing and Resident Engagement were present, alongside representatives from the Council's repairs service.

The Resident Engagement Officer opened the session, outlined the agenda and provided updates relating to engagement days, CX Feedback usage, repairs communication and the upcoming Repairs Handbook review.

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. Updates were provided regarding resident engagement activity, ongoing CX Feedback testing, and preliminary work on the Repairs Handbook. Officers confirmed that preparations for bi-monthly Forum meetings remain underway, with hybrid attendance to be tested in future.

5. Engagement Days and CX Feedback

The Forum discussed how engagement days and communication can be improved.

Key points raised included:

- Residents highlighted that communication about Council services has not always been clear, with some feeling unaware of the support available.
- Bulletin boards in communal blocks were suggested as a reliable and visible method for sharing updates. Some residents noted that previous requests for boards had been declined and that posters have sometimes been placed on lampposts instead.
- Officers confirmed that the Council is expanding partnerships with schools, charities and local organisations to improve awareness of support services and upcoming engagement days.

CX Feedback

- Officers explained that CX Feedback continues to be tested and is already influencing the way information is shared with tenants, including through real-time push notifications.
- Concerns were raised about outdated tenant contact details and how this affects response rates and communication.
- Residents questioned how data is used and whether CX Feedback can be developed to produce reports or reach tenants without internet access.
- It was recognised that CX Feedback has helped increase awareness of community events, with one resident attending a recent event after receiving a notification.
- Suggestions included:
 - Providing printed magazines or bulletins for tenants without digital access.
 - Reintroducing or installing bulletin boards to build trust and visibility.
 - Exploring options for a localised forum or community add-ons within estates.

visits, clear identification (including DBS checks), option for advocacy or support to be present, increased awareness of trauma responses and neurodiversity, and sensitive, respectful communication.

6. Repairs and Communication

Repairs performance and communication remain key themes for Forum members.

Residents shared a range of experiences, including:

- Little perceived improvement in repairs despite ongoing Forum discussions.
- Mixed views on whether communication has improved.
- Examples of incomplete works being started and then rescheduled without clear explanation.
- Concerns around contractor conduct, including situations where chaperones did not meet resident expectations or where vulnerabilities were not appropriately considered.
- The need for improved accountability and empathy from contractors, particularly regarding communication around appointments and the status of works.

Residents agreed that while the quality of completed repairs can be good, the speed of communication and follow-up remains inconsistent.

Positive feedback was noted regarding disabled adaptations, where residents reported improvements in service responsiveness.

Officers briefly explained the Tenant Satisfaction Measures (TSMs) and confirmed that TSM data will be shared at the next Forum to support ongoing monitoring of service improvement.

7. Repairs Handbook

Officers presented the draft approach to the new Housing Repairs Handbook.

Key points:

- The Handbook will be shared with Forum members for review before final publication.
- Residents will have the opportunity to trial the Handbook and provide feedback on clarity, accessibility and layout.
- The Handbook aims to clearly outline tenant responsibilities, explain common repair processes and include help guides.
- Accessibility concerns were raised, and officers confirmed that features such as a contents page, simple navigation and visual guides will support different needs.
- A dedicated session with the repairs contractor is being considered to discuss the Handbook and wider communication issues.

8. Tenant Incentive Scheme

Residents received an overview of the Tenant Incentive Scheme and were invited to complete questionnaires to help shape improvements.

Discussion points included:

- The need for the scheme to be more attractive if it is to support downsizing.
- The importance of recognising different barriers between council tenants and housing association tenants when downsizing.
- Suggestions such as offering redecoration support as part of the incentive.
- The need for tenants to be informed about essential property features such as stopcocks, meters and fuse boxes when moving home.
- Residents recommended providing clear contact numbers for utilities and services as standard.

9. Forum Frequency and Format

It was confirmed that the Forum will move to a bi-monthly schedule. A hybrid attendance option will be explored to improve accessibility for residents who cannot attend in person.

10. Next Steps

Actions arising from the meeting include:

- Exploring the installation of bulletin boards in communal blocks.
- Reviewing CX Feedback data usage, reporting options and methods for reaching non-digital tenants.
- Raising concerns about repairs, communication and contractor conduct with the repairs service.
- Incorporating Forum feedback into the Repairs Handbook draft and arranging a follow-up discussion with the contractor.
- Reviewing the Tenant Incentive Scheme in light of resident suggestions.
- Preparing TSM data for presentation at the next Forum.



11. Date of Next Meeting

The next Tenant and Leaseholder Forum will take place **in two months' time**. The confirmed date and hybrid attendance details will be shared with residents shortly.