Resident Group Meeting – Wednesday 22nd July 2026 (Residents in Attendance: 6)
Notes and Actions

Agenda Item – Review Notes from last meeting		
Notes and actions from the last meeting were reviewed and outcomes agreed		
Agenda Item – Complaints Performance Results ➢ **The Housing Ombudsman's Complaint Handling Code sets clear standards for how housing providers must deal with complaints.** ➢ **Each year, the Society reviews its performance, checks it is meeting these standards, and reports on any lessons learned and improvements made because of complaints.** ➢ **The results of these checks are presented to the Board for their scrutiny and approval.** ➢ **A submission is then made to the Ombudsman to demonstrate our compliance.** **Complaints Performance 2025/26** - **Stage1 Complaints received = 19 (all acknowledged within 5 working days and 18 responded to within 10 working days (1 complaint required an extension of time)** - **Stage 2 Complaints received = 1, this was acknowledged within 4 working days and responded to within 20 working days** **32% of Stage 1 Complaints were upheld, 26% of Stage 1 Complaints were partially upheld and 42% of Stage 1 complaints were Not upheld** **The Stage 2 Complaint was partially upheld.** **Complaint Service Areas:** **Over 25% - Repairs (Property Team)** **Over 30% - Communication & Support (Property Team)** **Over 15% - Anti Social Behaviour (Housing Team)** **Over 15% - Advice, Communication Support (Housing Team)** **5% - Communal Areas (Property Team)** **The learnings from the Complaints was discussed along with the You Said, We Did outcomes from the Complaints.** **The full Annual Complaint Performance & Service Improvement Report 2025-26 is available to view on the website.**		
Raised	**Feedback During Meeting**	**Action**
With Repairs it would be a good idea to send out a staff member to check the repair work that has been competed	We have introduced Post Inspections, and we currently aim to inspect 10% of Repairs completed each month	To continue Post Inspections.

Communication is a big issue, and it is important to maintain communication with residents (even if there are no specific updates to provide). This is to ensure residents are aware when we are still looking into/or dealing with issues.	This was discussed and concluded as very important. An example was raised concerning Northwood Court and the fire damaged flats. The Society could have been a lot more proactive at letting residents know that they were still progressing the repair works on these and that action was being taken. It was discussed that the text message facility is very good for keeping residents up to date and residents at Dickson & Hammond House, reported that the texts about the lifts are very useful when repair works are taking place.	To ensure that residents are kept up to date with projects, cases, repair works, tenancy issues etc. To issue an update to Northwood Court residents on when work will start to the fire damaged flats.
Anti-Social Behaviour issues can be difficult to manage, especially the rough sleeper issue across schemes.	It was discussed that rough sleepers are creating issues at schemes (going through bins, accessing buildings, ASB) and it is very important, especially in the high-rise blocks to address these issues, for Fire Safety reasons. It was also discussed that the Police move the rough sleepers on, but this is moving the problem onto another location and not addressing the issue.	Residents to continue reporting ASB and rough sleepers to the Housing Team and the Housing Team to continue to tack the issues, alongside the Police and partner agencies and to keep residents updated with any actions or outcomes.
Complaints Handling Code will be updated on the website, alongside the performance report after the meeting.	It was discussed to also look at also including an article in the next newsletter (Summer).	The Complaints Handling code and performance report to be updated on the website. An article to be included in the next newsletter
Agenda Item – Service Standards ▶ **We discussed a range of Service Requests across all areas including General, Housing, Finance, Property and asked the residents to review the suggested response times**		
Raised	**Feedback During Meeting**	**Action**
Ensure that the Service Standards when referencing 24hrs response times, specify that	Good point, this will be included in the Service Standards	To include in the Service Standards

this excludes weekends when the office is closed and any bank holidays		
Residents agreed with the suggested response times	Service Standard response times will be published on the website and communicated to staff	To update the website and to communicate to staff the Service Standard response times.

Agenda Item – Managing ASB – How can we Improve?

- **We want to hear your views on how we deal with anti-social behaviour, what works well, and what could be improved**
- **The Society's policy aim is to help prevent anti-social behaviour and deal with complaints, so residents can enjoy their homes free from fear, intimidation, harassment or abuse.**

We discussed

What we mean by ASB –

Definition of ASB - Conduct that has caused, or is likely to cause, harassment, alarm, or distress to any person. Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises. Or conduct capable of causing housing-related nuisance or annoyance to any person.

We discussed what is not ASB and also Timescales for how quickly we respond based on Risk level (High Risk – within 24 hours/next working day, Medium Risk – withing 3 working days and Low Risk – within 5 working days)

It was discussed – What happens when ASB is reported, Why we ask for evidence and What action we can take.

We also discussed how we work with partners and What residents have already told us. Residents were asked how can we improve?

Raised	Feedback During Meeting	Action
Evidence – it is important that evidence of any ASB is provided, as this is beneficial to any ASB case.	The noise app was discussed, and some residents had used this and reported that they found it to be very good and easy to use.	To continue using the Noise App
Court action doesn't always result in possession, what else can be done?	It was discussed that we will always look at non – legal remedies first unless behaviour is very serious, persistent or criminal. Community Protection Notices and Community Protection Warnings are also used and can often help to encourage engagement, they are not always used in an enforcement way.	NA

Residents with mental health issues may not always engage or understand.	We will always try different methods to get residents engaged and will take on board any communication requirements or preferences that may be needed. We have also updated our application interview process (particularly across our high-rise schemes) to include further details about mental health issues, so we can best understand an applicant's needs before rehousing.	To ensure that any mental health issues are considered when dealing with cases.
Do we have signs in the communal areas of our blocks for the Police, so that they are aware the Society manages the scheme, in case they have any issues?	Signs with the Society's logo on will be in place across the schemes, however we can check what signs are in place in case any need updating with our contact details etc.	To look into the signs across the schemes.
Could residents set up their own Neighbourhood watch schemes?	Residents were advised that they can set up Neighbourhood Watch schemes if they wish and to check the Neighbourhood Watch website for more information if they would like to do this. It was discussed that it is nice for residents to be involved and look after their neighbours.	NA
Could drop in services be arranged, so residents can go and report any issues and they could be linked with the Police to?	We currently hold a drop-in service at Northwood Court at the beginning of the month alongside the local police and we have arranged police and housing drop ins at numerous schemes this year. We have also recently been made aware of community drop-in sessions in the Penkhull area that the police and other local agencies attend and so are going to start attending these. Regular drop-in sessions for the Hanley area are also going to be arranged, and the Police will be invited along to these.	To continue attending the Northwood Court drop-in session. To attend the local community drop-in sessions in the Penkhull area and to set up the drop-in session for the Hanley area. To investigate drop-in sessions in the Burslem area. To communicate the drop-in sessions to residents at tenancy visits and to include in the next Newsletter.

	We need to investigate the Burslem area, to see if we can identify any existing sessions that we can attend. It was discussed that Officers should make residents aware of the sessions at ATV's and tenancy visits, and to include a schedule in the newsletter if possible.	
Imperial Court – issues with rough sleepers taking drugs around the area	Any incidents to be reported to the Housing Team , and we can liaise with the rough sleepers' team and Police when required. We currently have an open ASB case for the issues at Imperial Court.	To continue with the ASB case at Imperial Court
Agenda Item – Summer Newsletter ▶ **Any ideas for the Summer Newsletter?**		
Raised	**Feedback During Meeting**	**Action**
BBQ safety, with the hot weather continuing	Safety during the hot weather	To include in newsletter
Coach trips in the local areas	We would look to put on a coach trip for residents? This isn't something that the Society would organise, but we can look to see if we can see any advertised in the local areas, or local events that residents may wish to attend	To look at including in future newsletters
ASB fact sheet	Include about what is and what isn't ASB and how to report and what we can do.	To include in newsletter
Housing waiting list is open again	Residents can inform their friends and family	To include in newsletter
Complaints Performance 25/26	To look at putting an article about the complaint's performance	To include in newsletter
Agenda Item – Any Other Business		
Raised	**Feedback During Meeting**	**Action**
Will the key for The Bottlekiln rear entrance be a different key?	It was discussed that the key at The Bottlekiln will be a suited key and not a new key	NA
Next meeting: Tuesday 13th October 2026 at 11am		