Resident Group Meeting – Tuesday 13th October 2026 (Residents in Attendance: 9)
Notes and Actions

Agenda Item – Review Notes from last meeting		
Notes and actions from the last meeting were reviewed and outcomes agreed		
Agenda Item – Competence & Conduct **Why Are We Talking About This?** **The government is introducing a new Competence and Conduct Standard for social housing.** **The standard aims to ensure staff:** ✓ **Have the right skills and knowledge** ✓ **Behave professionally** ✓ **Treat residents with respect** ✓ **Listen and respond to concerns** ✓ **Continue to learn and develop** **We want your views before we write our policy.** **What makes a great housing Professional?** **Think about the best experience you have had with a member of staff.** **What did they do that made the experience positive?**		
Raised	**Feedback During Meeting**	**Action**
Staff need to be trained on people's mental health	Residents agreed that this is important	NA
Staff listened to what resident needed at the time and acted promptly.	Consensus within group that staff have listened to them.	NA
Staff were very responsive when resident raised about a new medical condition and swiftly arranged to visit and complete a PCFRA and were very thorough on their visit.	Consensus within group that staff have listened to them and act promptly, politely and professionally.	NA
Staff had good communication and kept resident informed throughout. Good to keep residents up to date.	Important to keep residents up to date and informed	NA

Important to have knowledge and thorough understanding of sectors whether tenancy, repairs, governance etc.	Residents felt that staff were knowledgeable.	NA
What Behaviours Matter most **Which of these are most important?** • **Treating residents with dignity and respect** • **Listening carefully** • **Being polite and approachable** • **Being honest and transparent** • **Taking ownership of problems** • **Keeping promises** • **Communicating clearly** • **Being fair and consistent** • **Respecting confidentiality** • **Understanding different needs and circumstances** **Would you add anything else to this list ?**		
Raised	**Feedback During Meeting**	**Action**
Residents were asked to write down the behaviours that mattered most to them and/or anything else that matters the most to them? The responses were gathered to determine the most important to the resident group.	The below responses in bold were highlighted as most important to the resident group. • **Treating residents with dignity and respect** • **Listening carefully** • **Being polite and approachable** • Being honest and transparent • **Taking ownership of problems** • **Keeping promises** • **Communicating clearly** • **Being fair and consistent** • Respecting confidentiality • **Understanding different needs and circumstances**	To consider and include in the policy.

	The group felt that the Society has improved greatly over the years and it was highlighted by a resident that the strength of the society is in its size. It has decent staff and managers and seems more like a family. The group felt it is important that the Society doesn't get too big.	
What Knowledge should staff have **What should residents be able to expect staff to know?** ▶ **Possible areas:** ▶ **Housing management** ▶ **Repairs and maintenance** ▶ **Fire and building safety** ▶ **Anti-social behaviour** ▶ **Complaints** ▶ **Supporting vulnerable residents** ▶ **Safeguarding** ▶ **Equality and diversity** ▶ **Communication skills** **What knowledge is most important from a resident perspective?**		
Raised	**Feedback During Meeting**	**Action**
Residents were asked to write down what knowledge they would expect staff to know. The responses were gathered and discussed to determine the most important to the group.	From the below areas, the responses in bold were felt most important: • Housing management • Repairs and maintenance • Fire and building safety • Anti-social behaviour • Complaints • **Supporting vulnerable residents** • **Safeguarding** • **Equality and diversity**	To consider and include in the policy.

	• **Communication skills** Empathy, The group felt ALL of the above are important	
How Should Residents Influence Staff Standards? Should: • Resident feedback be used when assessing service standards? • Complaint findings influence staff learning? • Resident satisfaction influence future training priorities? • Residents help review our standards in the future? **What is the best way for residents to influence how staff work?**		
Raised	**Feedback During Meeting**	**Action**
Residents were asked to write down the best ways for residents to influence how staff work. The responses were gathered and discussed to determine the most important to the group.	The below in bold came out as the best way for residents to influence how staff work. • **Resident feedback be used when assessing service standards?** • **Complaint findings influence staff learning?** • Resident satisfaction influence future training priorities? • **Residents help review our standards in the future?**	To consider and include in the policy.
Agenda Item – Reviewing Our Vision and Values Our Vision and Values were last reviewed in 2019. The Board will be reviewing them again in November, and we want to make sure residents have a chance to influence that discussion. This discussion is about hearing your views on: • What is most important to residents? • What makes a good landlord? • What should Stoke-on-Trent Housing Society stand for? • What should our priorities be over the next few years? There are no right or wrong answers. We want your honest views. **What are the three most important things we should do well?**		

Examples: • Safe homes • Repairs • Listening to residents • Affordable rents and charges • Friendly staff • Strong communities • Supporting vulnerable residents • Keeping neighbourhoods clean • Sustainability • Value for money		
Raised	**Feedback During Meeting**	**Action**
Energy Efficiency -	Energy Efficiency -a resident raised whether Solar Panels had been considered at Marchwood Court as it was felt the scheme would be ideal. May also be able to get grants for this.	To look into Solar panels potentially in the future at Marchwood Court.
Developing New Homes was brought up under Sustainability.	A resident raised about the Society looking into buying homes rather than building in the future. May be an option as an alternative to development or to look at buying off builders direct on new developments. The cost of Restoration on existing developments was discussed as potential factors against this idea.	To look into in the future plans.
Residents were asked for the 3 most important things we should do well and then discussed amongst the group	The below were highlighted as the most important amongst the group • Value for Money • Safe Homes • Affordability for residents • Supporting the residents, particularly those most vulnerable	To consider and include when reviewing the Visions and Values.

	• Getting decent contractors, not just the cheapest • Good, polite and friendly staff	

How Should We Treat Residents?

What values should guide our staff and services? Think about how you would like to be treated.

Which words are most important?

- Respect
- Fairness
- Honesty
- Kindness
- Accountability
- Openness
- Reliability
- Trust
- Inclusion
- Professionalism

Are there any words missing?

Raised	Feedback During Meeting	Action
Residents discussed how they would want to be treated.	It was a consensus amongst the group that all of the words were important and how residents should be treated.	To consider and include when reviewing the Visions and Values.

What challenges should we focus on over the next 5 years?

Possible themes:

- Building safety
- Repairs and maintenance
- Energy efficiency
- Cost of living pressures
- Supporting older residents
- Digital services
- Anti-social behaviour
- Developing new homes
- Resident involvement

Which of these should be our highest priorities?		
Raised	**Feedback During Meeting**	**Action**
Give residents a voice for what they want to spend money on and focus on	Important to give residents a voice and let them have their say, so they can have an input on where money is spent	To consider and include when reviewing the Visions and Values.
Energy Efficiency -	Energy Efficiency -a resident raised whether Solar Panels had been considered at Marchwood Court as it was felt the scheme would be ideal. May also be able to get grants for this.	To look into Solar panels potentially in the future at Marchwood Court.
Developing New Homes was brought up under Sustainability.	A resident raised about the Society looking into buying homes rather than building in the future. May be an option as an alternative to development or to look at buying off builders direct on new developments. The cost of Restoration on existing developments was discussed as potential factors against this idea.	To look into in the future plans.
Digital Services	Residents raised that they would like to speak to a human and not a computer. They want the personal touch and residents agreed that this is important when they contact the society. Resident felt that it is ok to put more information online, but they want to speak to staff in person.	To consider and include when reviewing the Visions and Values.
Residents discussed the possible themes and identified those that they felt should be the highest priorities	• Energy efficiency Cost of living • Involving residents • New homes • Not to focus on digital	To consider and include when reviewing the Visions and Values.

If You Could Describe the Society in One Sentence...
Complete this sentence:
"Stoke-on-Trent Housing Society should be..."
Examples:

- "...a landlord that listens."
- "...a safe place to call home."
- "...a trusted part of the local community."
- "...a landlord that puts residents first."

Raised	Feedback During Meeting	Action
Residents felt that all 4 examples were important and relevant and should be considered.	NA	To consider when reviewing the Visions and Values.

What Should We Tell the Board?
Before we finish:

1. What are the three most important priorities?
2. Which values matter most?
3. What should never change?
4. What should improve in the future?

Thank you - Your views will be shared with the Board as part of its Vision and Values review.

Raised	Feedback During Meeting	Action
To keep the familiarity • Keep its independence • Keep the Stoke! • Strength is in our size	Residents discussed about ensuring that the Society keeps its interactions and doesn't become faceless	To consider when reviewing the Visions and Values.
To keep the Society independent	Residents felt that it was important that the Society remains independent	To consider when reviewing the Visions and Values.
Residents felt that the strength of the Society is in its size.	It is important that the Society doesn't get too big and keeps its identity and remains in the Stoke on Trent area only.	To consider when reviewing the Visions and Values.

To improve, the society needs to ensure that they hire decent contractors.	Residents felt it is important to hire decent and good quality contractors. Keep contractors local when possible.	To consider when reviewing the Visions and Values.
Residents felt that the Society should promote its self-more.	Residents discussed that the society performs well and should make sure people know.	To consider when reviewing the Visions and Values.
Agenda Item – Autumn Newsletter **Any ideas for the Autumn Newsletter?**		
• Number for rough sleepers team that residents can call		
Next meeting: Wednesday 20th January at 11am		