

Lancaster City Council

Council Housing Advisory Group (CHAG)

Attendees:

Cabinet Members: Caroline Jackson (Chair), Peter Jackson, Martin Bottoms

Tenant reps: Jim, James, Barbara, Sharon, Suzanne

LCC staff: Jo Wilkinson, David Holme, Catherine Cunliffe, Rachael Harland, Paul Mackie, Michelle McMeeking

CAB: Joanna Young (on behalf of Gully)

Regulator: Emma Lucker, Sarah Scargill, Jane Medforth,

1. Welcome and Introductions

The Chair opened the meeting and welcomed all attendees, including tenant representatives, Members, officers and external stakeholders.

It was noted that the Council Housing Advisory Group continues to play a key advisory role in shaping housing service delivery and supporting regulatory assurance through meaningful tenant involvement.

Attendees were thanked for their continued engagement and contribution across a wide-ranging agenda.

2. Declarations of Interest

Members were invited to declare any relevant interests in relation to the agenda.

No declarations of interest were made.

The Chair reminded attendees of the importance of transparency given the influential nature of the group.

3. Minutes of Previous Meeting

The minutes of the previous meeting were reviewed and agreed as an accurate record.

Updates were noted regarding ward councillor engagement in estate walkabouts and ongoing Tenant Voice activity.

Further updates were requested for tenancy audits and the Mainway lessons learned report, to be brought to a future meeting.

4. Tenant Voice Update

An update was provided on Tenant Voice activity from Tenant Voice reps, confirming that engagement remains strong with high attendance and meaningful participation.

Tenant Voice continues to demonstrate influence over service improvements, including policy areas such as grassland management.

Engagement with senior officers has increased and is viewed positively by tenants.

It was noted that continued visibility of outcomes and consistent feedback to tenants remains important.

The Chair of the Scrutiny Panel presented the findings of its review of the **voids (empty homes) process**, covering activity from August 2025 to April 2026. The report set out a series of **practical, tenant-informed recommendations** aimed at improving the efficiency of lettings, strengthening transparency, and enhancing the experience of new tenants. The report will now be presented to key managers, before an action plan is finalised. The Scrutiny Panel was commended for their work.

5. Tenant Engagement

Officers presented an overview of tenant engagement activity, highlighting sustained high levels of engagement across multiple channels including events, workshops and estate walkabouts.

Community engagement has contributed to visible improvements across estates, particularly in environmental quality and community cohesion.

Resident groups are increasingly self-managing and playing a key role in leading local initiatives.

Challenges remain in engaging certain groups, including rural communities, and targeted approaches are being developed to address this.

6. TSM Update Action Plan

The Tenant Satisfaction Measures (TSM) action plan was presented, highlighting key drivers of tenant satisfaction and dissatisfaction.

Primary issues identified included delays in repairs and communication gaps.

Actions include improved repair monitoring, enhanced communication methods and clearer service standards.

Progress to date includes increased investment in housing stock and improved feedback mechanisms for tenants.

7. Complaints Update

An increase in complaints was reported and interpreted as positive, reflecting better access to the complaints process.

Performance remains strong, with high percentages of responses provided within target timescales.

Key issues relate to repairs and communication.

Actions include improved communication standards, better case management and clearer complaint responses.

8. Compliance Update

Officers confirmed strong compliance across key health and safety areas, including gas, fire risk assessments and water hygiene.

Non-compliance is minimal and actively managed.

Significant improvement has been achieved in reducing fire safety risks and ensuring regulatory standards are met.

9. 5 Year Programme / Capital Plan

An overview of the proposed five-year capital programme development was provided, moving away from annual planning towards a longer-term strategic approach.

The programme will be informed by stock condition data and co-produced with tenants. Work will commence over the summer.

Key priorities include maintaining Decent Homes Standards, improving energy efficiency and delivering value for money.

10. ASB Service Update

A new Anti-Social Behaviour (ASB) action plan was presented, focusing on prevention, early intervention and quality assurance.

A victim-centred approach will be adopted, with improved communication and case management standards.

Strong partnership working with external agencies will continue to support effective case resolution.

The importance of tenant involvement in shaping service improvements was highlighted.

10. KPI Performance

A broad set of KPIs is in place to monitor service performance.

Work is ongoing to develop simplified, tenant-friendly reporting to improve transparency and accountability.

Further updates will be brought to a future meeting.

11. Regulatory Updates

An update was provided on the ongoing regulatory engagement.

Initial feedback indicated no serious failings and positive recognition of tenant engagement.

Further updates are expected following completion of the regulatory assessment process.

12. Any Other Business

Discussion took place regarding the importance of communication between tenants and services.

The need for clear escalation routes for partner organisations was noted.

The Chair thanked all attendees and closed the meeting.

Key actions:

1. Future reports requested on:
 - **Tenancy audits update**
 - **Mainway lessons learned report**
2. To look at how we can introduce customer satisfaction within the complaints process.
3. Consultation on 5-year capital programme to commence
4. Year 1 planned works programme to be published.
5. Bring back tenant-facing KPI report.
6. Share inspection outcome when known.