TENANT SCRUTINY BOARD

Agenda

Thursday 12th November 2026

4.00pm to 6.30pm - 2nd Floor Meeting Room Suite – Room 21

Merrion House and MS Teams

Item 1 4.30	Apologies and introductions – any declarations of interest	DM
Item 2 4.35	Notes and actions from previous meeting	DM
Item 3 4.40	Matters arising:	ALL
Item 4 4.50	Overview of tenant survey results and next steps	ALL
5.30	BREAK	
Item 5 5.40	Overview of tenant survey results and next steps	ALL
Item 6 6.15	Reflections/key points from today	ALL
Item 7 6.20	Updates to the forward plan	ALL
Item 8 6.25	Any other business	ALL
Item 9 6.30	Next meeting date - Thursday 26th November 4.00pm to 6.30pm	ALL

Draft Minutes

Tenant Scrutiny Board

Merrion House/MS Teams

Thursday 22nd October 2026

Name	Initials	Position
Dennis Moody	DM	Board Member (Chair)
Leanne Squires	LS	Board Member (Vice Chair)
Terrance Casey	TC	Board Member
Frances Ashford	FA	Board Member
Sarah Chapman	SC	Board Member
Paul Robinson	PR	Board Member
Leesa McClaughlin	LM	Board Member
Neil Battison	NB	Board Member
Pawel Szypkowski	PS	Board Member
Ian Montgomery	IM	Service Manager, Tenant Engagement
Akbar Khan	AK	Housing Manager, Tenant Engagement
Patricia Parker	PP	Housing Assistant, Tenant Engagement
Apologies		
Ian Wilson	IW	Board Member
Zainab Khalid	ZK	Board Member
Omar Qaderi	OQ	Board Member
Trevor Brown	TB	BITMO Representative

Item		Action owner
1.0	Apologies and introductions – any declarations of interest	
1.1	Introductions were made and apologies given.	
2.0	Notes and actions from previous meeting	
2.1 2.2	All actions were closed or covered as part of the meeting. The minutes of the previous meeting were approved as a true record.	
3.0	Matters arising:	ALL
3.1	• **Mears visits**. The feedback has now been collated. IM to share feedback with the service and to ask the service come back with feedback by end of December. IM to also ensure earlier write up on a Word document from LS is included. • IM gave an overview of the **'Love Leeds' programme** to the board and will keep the board updated.	

	• IM shared with the board a wish to make best use of **Microsoft 'Co-Pilot'** by recording meetings so they can be automatically transcribed and the notes/actions produced. The board were supportive of this. It was noted to make this easy and effective for all – the ask was to have good meeting discipline so that no more than one person was speaking at any one time, so the transcription was more accurate. Housing Leeds will of course check for accuracy the notes before these are shared back with the board.	
4.0	Workshop – designing our approach/action planning	ALL
4.1	The board discussed the draft survey for obtaining tenant feedback about Social Housing Stigma. The board were happy with the proposed changes to the wording since the last meeting.	
4.2	Rather than including the survey in the next tenant email on the 13th November, the board asked that this be made live next week and issued as a stand-alone email to all tenants, leaseholders and BITMO tenants on the 30th October.	IM
4.3	Ahead of this, IM to draft and seek support from the board by Wednesday 28th October the email message to be used.	IM
5.0	Workshop – designing our approach/action planning	ALL
5.1	Board supported that the meeting on 12th November be used to review the survey findings to date. The board discussed then using these findings to influence next steps in terms of the next steps and actions identified – e.g. holding follow up conversations with contractors or others.	
5.2	The board proposed covering how social housing is presented in social media and the news in a future meeting. They also discussed the possibility of asking a question about stigma on Facebook page for council tenants.	
5.3	Next meeting to share initial results of survey and then the forward plan can be updated with next steps accordingly – so being led by tenant feedback.	
6.0	Reflections/key points from today	ALL
6.1	Consensus from the board was that the topic of social housing stigma should take priority over the other planned tenant consultation about developing a housing/tenant facing staff code of conduct. The research and findings from the stigma themed work also then logically influences the content of the wider staff code of conduct. IM to share this request with Housing Leeds key	

	colleagues.	IM
7.0	Updates to the forward plan	ALL
7.1 7.2	The forward plan will be updated accordingly following the key learning from the initial results of the tenant survey. Keeping the forward plan flexible and responsive to tenant feedback. The board agreed to change meeting dates for the remainder of the year to 12th November, 26th November and 10th December. IM to update absent members.	
8.0	Any other business	ALL
8.1 8.2	DM on behalf of the board asked that Robert Goor be invited to a future meeting to discuss progress with managing damp and mould. The board would like information on the volume of damp and mould cases this year compared to last, how many current cases were 'repeat' cases and the progress of distributing the damp and mould sprays to local community hubs. IM shared a handout with the board in response to an open recommendation from the 'Home Survey' review. The service apologises for the delay to implementing this recommendation, however, following looking at good practice from other landlords and reviewing the existing 'home survey' tenant satisfaction survey – the service would like to propose a number of changes to improve this. The board were asked to review the proposed new survey and give IM any feedback by 30 Oct, so the survey can be made live (and this recommendation closed)	
9.0	Next meeting date	ALL
9.1	Thursday 12th November 4.00pm to 6.30pm	

Item	Action	Owner
3.1	IM to share feedback from Mears visits with the service and seek feedback to the TSB by end of December.	IM
4.2	To issue/promote the survey in a standalone email communication to all tenants, leaseholders and BITMO tenants on 30th October.	IM
4.3	IM to share proposed email wording to the board by no later than 28th October for the board to review/approve ahead of release on 30th October.	ALL
6.1	IM to share with key colleagues TSB request to pause on code of conduct related consultation in favour of prioritising the Stigma related project, that would then feed into this.	IM

7.2	The board agreed to change meeting dates for the remainder of the year to 12th November, 26th November and 10th December. IM to update absent members.	IM
8.1	RG to be invited to a future meeting to discuss progress related to the number of damp and mould cases.	IM/RG
8.2	IM to share proposed Rapley's tenant satisfaction survey and ask for comment from the board ahead of this going live.	IM