TENANT SCRUTINY BOARD
Agenda

Thursday 8 October 2026
4.00pm to 6.30pm - 2nd Floor Meeting Room Suite – Room 21
Merrion House and MS Teams

Refreshments available from 4pm for a 4.30pm start		
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: • Welcome to new members • Recruitment update • Mears – follow up visits update/feedback • Northern Housing Consortium 'Tenant Voice Conference' - 24 November 2026	ALL
Item 4 5.00	Workshop – designing our approach - what do we ask/want to know, who we involve.	ALL
5.30	BREAK	
Item 5 5.40	Workshop – designing our approach - what do we ask/want to know, who we involve.	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 22 October 4.00pm to 6.30pm	ALL

Draft Minutes

Tenant Scrutiny Board

Merrion House/MS Teams

Thursday 24 September 2026

Name	Initials	Position
Dennis Moody	DM	Board Member (Chair)
Leanne Squires	LS	Board Member (Deputy Chair)
Terrance Casey	TC	Board Member
Frances Ashford	FA	Board Member
Sarah Chapman	SC	Board Member
Paul Robinson	PR	Board Member
Omar Qaderi	OQ	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

Item		Action owner
1.0	Apologies and introductions – any declarations of interest	
1.1	Apologies were given. There were no declarations of interest.	
2.0	Notes from previous meeting	
2.1	The minutes were agreed as a true record. All actions completed or on the agenda for today's meeting.	
2.2	The minutes of the meeting were approved as a true record.	
3.0	Matters arising:	
3.1	**Recruitment update**	
3.2	DM has spoken to Zainab, who is happy to re-join the board on an every other meeting basis. The board were happy to support this and asked AK to contact Zainab to arrange.	AK
3.3	IM shared the proposed recruitment messages to seek to attract a	

	member from an ethnically diverse community and who lived in a PFI home and a younger tenant to join us for this review from the Tenant Voice Panel. IM to share these drafts with the TSB after the meeting for any comment, ahead of issuing these before the next meeting.	
3.4	**Mears visits**	
3.5	The board agreed to pull together all the findings and issues from these visits for AK/IM to then share back to Mears and the repairs team in one document. AK to keep in touch in terms of individual arrangements and dates currently planned or outstanding.	
3.6	**Away day feedback**	
3.7	DM received positive feedback from those who attended the away day at the Hamara Centre. The board were complimentary on the venue and welcome by Hamara staff. The board discussed how ideally we'd like to hold sessions with all members present, and to keep in mind the option to also hold future sessions like these on a Saturday morning.	
3.8	**Update to the terms of reference**	
3.9	The board accepted the amendment to the terms of reference to clarify the closer working arrangements with BITMO and to give BITMO the opportunity to co-opt BITMO onto the board for individual reviews. OQ asked how many members of BITMO this would apply to? IM felt 1 representative would be appropriate, as we a large commitment and also would be in proportion to the number of homes managed compared to the city as a whole – though collaborating with more than 1 person would be welcomed on other activity like shared tenant training.	
4.0	Workshop – designing our approach - what do we ask/want to know, who we involve.	
4.1	IM distributed a handout of a 'hybrid' survey model that streamlined the original version and took into account Omar's suggested shorter version to keep as simple and short as possible.	
4.2	A practical discussion then took place about the specific questions and format of the survey design.	
4.3	IM to update the hybrid version and send a preview link to board. Board to provide any feedback to IM/AK	IM
4.4	A wider discussion took place on different types of social housing stigma and how a part of the stigma experienced was related to the	

	sometimes poor first impressions on the quality of communal areas when entering high and low rise blocks.	
4.5	The Board went on to discuss how the survey will be shared, e.g. by email and social media, and how we then involve other partners like the Leeds Housing Board, tenants and residents groups and contractors. It was noted that Tenant Engagement Officers would be able to help with sharing the survey by meeting residents and carrying out the survey in person – e.g. by visiting coffee morning's in Retirement Life Schemes.	
4.6	PS suggested asking residents to share their stories and experiences when sending the survey with case studies. SC suggested adding link to survey on website and tenant portal. It was also suggested involving staff who live in council housing and there was a wish to include other teams that delivered services to council tenants on behalf of Housing Leeds.	
4.7	DM talked about how the local media portray social housing and suggested inviting them to a meeting. IM felt there may be value in inviting the council central communications team who deal with all press enquiries.	
4.8	IM and AK to use the feedback from the session to put into a single document, that outlined the boards approach so that we have a plan of how going to go about conducting this review.	
5.0	Updates to the forward plan	
5.1	The forward plan can be updated with more detail once the approach and timescales for the review are clearer.	
6.0	Any other business	
6.1	None.	
7.0	Next meeting date	
7.1	Thursday 8 October 4.00pm to 6.30pm	

Item	Action	Owner
3.2	AK to make contact with Zainab to arrange re-joining.	AK
3.3	IM to share proposed recruitment messages for comment ahead of issuing these before the next meeting.	IM/AK
4.3	IM/AK to update the survey based on the groups feedback and re-share.	IM/AK

4.8	IM/AK to use feedback from meeting to come up with final version of survey for comment and to develop an action plan that sets out how going to undertake the review.	IM/AK

Tenant Scrutiny Board – Forward Plan

Date / Time	Activity	By who?
Monday 11 May – 10am to 2pm at Gascoigne House, Middleton **AWAY DAY**	a) Reflections on recently completed review b) Annual appraisal – key themes c) Leeds Housing Board – Guest John Gittos d) Guest from BITMO e) Re-cap on ways of working / principles f) Training and development opportunities / TPAS Guest Cllr Rae – TPAS Board Member g) Stop Social Housing Stigma	
Thursday 21 May 4pm to 6.30pm (Merrion House)	a) Introductions with Leeds Building Services b) Year-end Home Survey performance summary as per open Rec 16	
Thursday 4 June 4pm to 6.30pm (Merrion House)	a) 5pm – introduction with Ed Whiting – LCC Chief Executive b) Workshop re new website form, poster/comms examples from TPAS regional event.	
Thursday 18 June 4pm to 6.30pm (Merrion House)	a) Introductions with Mears b) Follow up re workshop items – website etc	
Thursday 2 July 4pm to 6.30pm (Merrion House)	a) Review of Tenant Satisfaction b) Review of suggestions from tenants c) Overview of Social Housing Stigma Campaign to help select new topic. d) Topic selection/shortlisting	
Thursday 16 July 4pm to 6.30pm (Merrion House)	a) Nic Bliss – Campaign Director, Stop Social Housing Stigma Campaign b) Update on the Competency and Conduct Standard c) Project scoping	
Thursday 30 July 4pm to 6.30pm (Merrion House)	Informal gathering (cancelled)	
Thursday 10 Sept 4pm to 6.30pm (Merrion House)	(45 mins no officers) a) Working arrangements with BITMO/PFI b) Recruitment update – clarifying approach c) TPAS/Away Day update d) Scope of the new topic e) Workshop to create stigma survey - the design/what do we ask/want to know	
Wednesday 23 Sept	TSB Away Day – Hamara Centre – 10am to 2pm	

Thursday 24 Sept 4pm to 6.30pm (Merrion House)	a) Matters arising a. Updated scope b. BITMO relationship feedback c. Mears visits update b) Stigma consultation design inc approach to survey distribution – who/where and timeframes	
Thursday 8 Oct 4pm to 6.30pm (Merrion House)	a) Continue to design engagement approach b) NHC Tenant Voice Conference	
Thursday 22 Oct 4pm to 6.30pm (Merrion House)	(45 mins no officers) a)	
Thursday 5 Nov 4pm to 6.30pm (Merrion House)	c) Competency and Conduct Standard – outline of approach to tenant engagement	
Thursday 19 Nov 4pm to 6.30pm (Merrion House)	(45 mins no officers) b) Workshop good practice – what are other landlords doing? c) Cllr Khan introductions (TBC)	
Thursday 3 Dec 4pm to 6.30pm (Merrion House)		
Thursday 17 Dec 4pm to 6.30pm (Merrion House)	(45 mins no officers) a) Update on outstanding recommendations from previous reviews: a. Training for housing officers b. Home survey c. Damp and mould d. Complaints	
To consider in planning the timetable:	• Tenant Engagement – meet the team / overview of the Engagement Framework • How the service can more effectively manage tenant communication and expectations related to ASB. • Leeds Housing Board Members being invited to attend a meeting/observe • Critical friend in next round of self-assessments against the Consumer Standards • Nov/Dec update on new Housing Officer recommendations • Visit to BITMO Gate • Re-visit by Ed Whiting – Chief Executive (liaise via Jackie Fogerty Dec/Jan time)	

TSB attendance at the **Environment, Housing and Communities Scrutiny Board**:

- 10.30am 12 February 2026 (Committee Rooms 6&7 – Civic Hall) – includes general Housing Leeds performance update **(DONE)**
- Next meeting 25 January 2027 (AM) where housing performance and satisfaction is discussed (fits well with TSB attendance)

Cllr Harland (Executive Member for Housing) and Chair of Board meeting dates:

- 25 February 26 at 11.30am (Civic Hall) **(DONE)**
- 22 April 26 at 11.30am (Civic Hall) **(DONE)**
- 17 June 26 at 11.30am (Civic Hall) (CANCELLLED – to be re-arranged with Cllr Khan)
- 12 August 26 at 11.30am (Civic Hall)

Leeds Tenant Scrutiny Board – 10 September 2026

Title of Review	**Social Housing Stigma**
Scrutiny Team Members	Dennis Moody (Chair), Leanne Squires (Vice-Chair), Fran Ashord, Pawel Szypkowski, Omar Qaderi, Neil Battison, Leesa McLaughlin, Terry Casey, Ian Wilson, Paul Robinson and Sarah Chapman BITMO have been made aware of the topic selected by the TSB and will confirm if they wish to have a tenant join the TSB for this review.
Purpose of the review	To develop Housing Leeds first Social Housing Stigma Action Plan. To undertake a special review, acting as a Steering Group, to help create Housing Leeds first Social Housing Stigma Action Plan. This is an important next step for Housing Leeds and its tenants following joining the national Stop Social Housing Stigma Campaign in 2025.
Expected timescale	This special review will commence fully in September 2026 and will aim to be completed by December 2026. This date is subject to change depending on the availability and inclusion of key people and partners that the Steering Group wish to include.
What do we want to achieve by completing this review?	Collectively, the TSB and Housing Leeds want to achieve: - A Social Housing Stigma Action Plan – likely covering a range of themes in response to the feedback from tenants, staff and others. - An action plan that can be shared with residents and the content within it used to illustrate our shared commitment to tackle stigma and celebrate the value of social housing in Leeds - An increased awareness of stigma, and issues related to stigma like being aware of the language we use, or the assumptions we make across the service and amongst those who give services on behalf of Housing Leeds.
Why are we doing this now? What is the evidence of concerns which led to this?	This special review is timely now as: - Is the logical next step to show our commitment to the national stop social housing stigma campaign - This coincides and aligns with, the new Competency and Conduct standard (which comes into force in October 2026) and the requirement for landlords to review their staff codes of

	conduct and learning and development policies with input from tenants. - A common theme from previous reviews has been the quality of communication from services to tenants – so raising awareness of stigma helps set expectations about the quality of our customer interactions in line with our values. - Satisfaction that we treat tenants fairly and with respect has remained fairly consistent - 74% for 24/25, 73% for 25/26 and is currently 75% for the first half of 26/27. There is therefore scope to try and improve this as is below the 79% average for our 'peer group' of similar landlords and our target of 79% for the end of 26/27. - To tackle any tendency for tenants and others to have lower expectations for council housing and how these lower expectations are at risk of becoming normalised. - We have the support of the Stop Social Housing Campaign themselves who we will draw upon during the course of this project and who are happy to act as our critical friend etc.
Are there any risks with this review and how will they be managed?	The risks we are aware of are: - We are keen to hear the views of a range of residents, staff and partners. We need to make sure they are informed and aware of this review and when within Housing Leeds, supported to have the time and capacity to help take part and contribute.
What will be excluded from this brief?	- Any activity or insight that is not related to the aims of this special review will be excluded and/or referred to the relevant service for action.