

Resident Forum

Summary of Meeting

Wednesday 10th September 2025, 6pm – 8.30pm

(Bruce Kenrick House, Kings Cross)

Attendees

Ten of the fifteen members were in attendance, who were joined for the meeting by six staff members as well as the NHG Group Chair.

Welcome, Introduction and Actions

After introductions, and approval of the previous meeting's minutes, the meeting reviewed the update on previous actions. NHG staff agreed to provide additional clarity in action tracking and to focus on clearing previous actions prior to the next meeting.

Update from the NHG Board

The Chief Governance and Risk Officer (CGRO) provided a summary of the recent NHG Board meeting, discussion items and decisions taken.

The CGRO noted that the Quarter 1 performance information had been presented in Corporate and Health and Safety dashboards which had been shared with the Forum. The approach, targets and tolerances were approved by the board. The Forum were informed that this allows for greater visibility of the different corporate performance indicators, targets and thresholds.

The Forum were provided an update on the inquest that took place and the outcome that NHGs activities had not been of relevance to the tragic death of a baby.

The Regulatory Compliance Plan was highlighted and is currently green across all areas.

A deep dive has been requested on NHGs state of readiness for Awaab's Law which will be going to the board meeting on 18th September 2025.

The Forum were provided with an update from the CFO's report in relation to NHGs financial performance. The board also approved the gift aid payment to support NHGs group financial position.

The Forum were provided with an update on progress of the service charge project which the CGRO confirmed was trending in the right direction with all actions being consolidated under the Operations directorate.

The meeting enquired about NHGs review of and preparedness for forthcoming rent convergence and the decent home standard. The CGRO confirmed that the Decent Home Standard was discussed with a consultation response already having been drafted and issued on behalf of NHG. CGRO confirmed a financial analysis on the impact of the new decent home standard on the business will be coming to the board meeting in September. The CGRO further noted that the rent convergence consultation was ongoing and the government position was not due until November. At this time, NHG would consider the position and implications / next steps.

The CGRO reported that the Board received a comprehensive report on the different activities, outcomes and performance areas aligned to the Better Homes strategic objective. It also reported on certain transactions that were approved; this included the disposals of certain assets delegated to the Board to management or the Homes Committee.

The CGRO highlighted the improved position on Fire Risk Assessment actions and the new reporting style based on Savills advice which links with the Regulatory Compliance Plan.

The CGRO confirmed that the Modern Slavery Statement and the new board template were both approved; the template would be used for future meetings.

The meeting queried whether the service charge project would address historic issues around rent arrears. The Group Chair and CGRO confirmed that the service charges and historic position were within the scope of this project. The meeting agreed that NHG should provide communications to the customer base on this or set-up a stakeholder group to test potential dissatisfaction. The Group Chair confirmed that the new service charge is directly linked to implementation of a new financial system and that a number of related actions including consideration of communications and proactive communication were being taken forward to those impacted.

The CGRO noted that the Annual General Meeting was due to take place on 24 September 2025 at which various board appointments would be made and the accounts received.

The forum noted the NHG Board Update.

Governance Update

The CGRO advised that the Resident Forum Terms of Reference (TOR) has been updated, as previously agreed by the forum, to reflect improved appraisal arrangements. The CGRO advised that a recently completed external governance review had also recommended that the TOR be amended to strengthen its independence. Taking into consideration both activities, the CGRO presented for approval a revised TOR.

The Forum indicated that the language used in the Terms of Reference could be simplified to allow for greater understanding. The Forum agreed that the CGRO clarify the position where a member had an interest impacting their ability to be independent on the forum.

The CGRO agreed to recirculate the TOR with amendments. The Forum confirmed that they accept the TOR but that they would like to be provided with a reader friendly version at a later date.

Ahead of Board's final consideration and approval, the CGRO noted the proposed 2026-27 meeting dates. The Forum have been asked to provide any amendments to the dates via email otherwise accepting that these would be the forum dates for 2026-7.

The Forum approved the revised Resident Forum terms of reference and agreed the proposed 2026-27 meeting dates

Q1 Performance Report

The Managing Director of Operations (MDO) spoke about the Board Performance dashboard, highlighting performance against targets in the core areas of complaints, repairs and customer satisfaction. The meeting discussed the level of information regarding residents being in a property that pose a risk to life for more than 7 days. MDO confirmed that they would circulate an update on this to the members.

The Forum requested additional information regarding access to historic data regarding the performance report, and NHG staff agreed to circulate this.

The Forum reviewed the Tenant Satisfaction Measures (TSM) and how the questions are defined. NHG confirmed that the TSM questions are set by the regulator, whereas the questions in NHG's own surveys are set by NHG (the NHG transactional surveys). It was agreed that NHG would share all TSM and NHG transactional survey questions with the Forum.

The Forum noted the Q1 Performance Report.

Vision and Implementation Plan

The Chair sought approval of a vision, informed by external consultants, for the Forum, alongside an accompanying implementation plan. This is centred upon the Forum offering a way for residents to be heard and having the opportunity to influence NHG's service delivery processes and outcomes, culture and strategic decision-making. In addition, the Chair advised that it was envisaged the Forum would act as a conduit for the voices of all residents and apply expert resident scrutiny to service delivery, whilst operating as independently as possible of NHG, belonging to and shaped by residents.

The Forum approved the Vision and Implementation plan. The Forum agreed that it would be reviewed annually.

Scrutiny Framework Update and Scrutiny Priorities

The Resident Forum Project Manager (RFPM) spoke about the analysis undertaken regarding the Scrutiny framework and scrutiny principles. The Forum reviewed a presentation on the summary of the findings from the report and the key themes. The Forum agreed that for scrutiny that journeys would be sent to the forum members ready for the appropriate meetings.

The Group Chair indicated support, in terms of using data for scrutiny, that it makes sense for the Forum to implement a new process.

RFPM advised that the Forum should decide what they are planning to scrutinise before the next meeting, using the example of when we do scrutinise repairs, we need to have necessary information such as the Journey plan. RFPM agreed to talk to the Director of Repairs regarding the analysis for repairs in preparation for the next Forum meeting.

One of the members recommended looking at the rent restructuring as it has the potential to cause problems and suggested it be included in the agenda. CGRO highlight that a full plan is due to go to the Board in due course. The CGRO also advised that this plan should include the rent policy, what the impact will be and how have NHG managed that for the following years as this must be done in accordance with the rent cycle. The CGRO agreed that this could be included in the resident forum forward plan; the CGRO put the government link to the consultation in the chat for Forum members.

The Forum suggested that they may request further information on the different levels of rent, how this impacts residents and peoples with arrears. This will allow for the forum to have an understanding on the different rent charges.

The Forum approved the following areas as the focus / priorities for future scrutiny activities: Rent Convergence (noting the need to align this to the rent review cycle and release of further information), Repairs, Complaints, Service Charges and Communications.

The Forum noted the Scrutiny Framework Update and approved the Scrutiny Priorities.

Communications Update

RFPM confirmed that the website is live but has not yet been promoted. Forum members were asked to review and to provide feedback.

A task group with wider residents looking at how the forum should engage with Vulnerable, Disabled and Sheltered Housing residents is in the diary for next month. The aim is to gather feedback on how to make sure that forum communication is accessible to all.

The Forum noted the Communications Update.

Resident Involvement & Engagement Survey Results

The Forum received the results of a recent Resident Involvement & Engagement survey which had garnered 1802 responses to questions focussed on the awareness of opportunities to get involved, the barriers to involvement and what would encourage participation.

The Forum noted the Resident Involvement & Engagement Survey Results.

Any Other Business

No further business was raised. End of Meeting.