

Resident Forum

Summary of Meeting

Wednesday 15th April 2026, 6pm – 8.30pm

(Bruce Kenrick House, Kings Cross)

Attendees

Fourteen of the fifteen Forum members were in attendance, who were joined for the meeting by Eight NHG staff members.

Welcome, Introductions and Actions

The Chair opened the meeting and noted apologies from two members. No new declarations of interest were made. The minutes of the meeting held on 25 February 2026 were approved.

The Forum acknowledged the contribution of a departing member. The Chair confirmed that recruitment for a new Chair had been completed and that the handover process was underway.

Matters Arising and Action Log

The Forum reviewed all outstanding actions and agreed that those marked as “propose to close” should be closed. Members requested that further detail on stock transfers, associated sales agreements and the Resident Forum Chair role profile be included in the next meeting pack.

Asset Sales Strategy – Update

NHG provided an update on the implementation of the Asset Sales Strategy. The Forum received information on improvements to lettings and sales processes, the application of priority banding, expectations of ethical buyers, fire safety considerations and the management of mixed-tenure arrangements.

NHG confirmed that further clarification on the responsibilities of buyers and NHG’s role as freeholder in mixed-tenure buildings would be provided at the next meeting.

Chair's Update and Board Feedback

The Forum received a summary of the NHG Board meeting held on 18 March 2026. The Board had focused on the organisational budget and the new performance scorecard. It was also confirmed that all residents affected by a major relocation programme had been successfully rehoused.

Performance Scorecard – Quarter 3

NHG presented the Quarter 3 performance scorecard. Concerns were raised regarding reduced service charge expenditure and a decline in data quality scores. NHG advised that analysis of data quality issues was underway and confirmed that future performance reporting would include more detailed commentary. The Forum noted the update.

Communications Update

The Forum received an update on improvements to the resident website, including the introduction of “Recite Me,” a tool providing read-aloud and translation features. Members raised questions regarding the promotion of the Forum on the website, monitoring of accessibility tool usage and digital exclusion. NHG confirmed that these areas would be explored further and that a communications working group would be established. The Forum noted the update.

TPAS Report – Follow Up

NHG provided an update on the TPAS report and the development of the new Resident Engagement Strategy, which is expected to be ready for review in November 2026. Members highlighted the need for improved transparency and communication and emphasised the importance of addressing stigma associated with social housing.

It was agreed that the strategy would clearly define the role of the Forum and that interim updates on progress and milestones would be provided.

Any Other Business

No additional matters were raised for escalation. Members thanked the outgoing Chair for their contribution.

Meeting closed. Next meeting: 3 June 2026