

Resident Forum

Summary of Meeting

Wednesday 26 November 2025, 6pm - 8.30pm

(Bruce Kenrick House, Kings Cross)

Attendees

Fourteen of the fifteen Forum members were in attendance, and were joined for the meeting by twelve Notting Hill Genesis (NHG) staff members. In addition, a representative from Tpas (independent tenant engagement experts) observed the meeting.

Welcome, Introductions & Actions

After confirming quorum and noting apologies, the Forum began by approving the previous meeting minutes from 22 October 2025, with clarity added around discussions on damp and mould training. Updated minutes are to be recirculated via the Decision Time meeting platform.

Matters Arising and Action Log

The Forum reviewed actions from previous meetings. Several items were kept open, including the request for earlier circulation of meeting papers, which the Chief Governance and Risk Officer agreed to improve by publishing documents ten days ahead of meetings when possible. Ongoing actions relating to damp and mould training, accessible communications, resident involvement insights project and complaints updates were also discussed. The website action was confirmed as complete, with a follow-up update planned for April 2026.

NHG Board Update

A comprehensive update from the 20 November NHG Group Board meeting from the following. Topics included NHG's continued focus on resident safety, progress on fire and gas safety compliance, damp and mould performance metrics, the relocation programme for Stratford Halo residents, and financial and regulatory matters. Updates were also given about proposed rent increases, upcoming national decisions on rent convergence, and the sale of the Folio homes portfolio. The Forum reiterated concerns about shared ownership homes within the transaction, with queries to be addressed in a future

meeting. The Board also reaffirmed its position on the recommendation that the Forum Chair should not sit on the NHG Board, noting that the ongoing TPAS review may bring further improvements to resident engagement.

Resident Forum Chair Recruitment

The Forum received an update about the Resident Forum Chair recruitment process. The amended role profile now clarifies expectations, including time commitments and the availability of vouchers. Recruitment will take place between mid-December 2025 to February 2026 and will include opportunities for Forum members to meet shortlisted candidates.

Target Operating Model (TOM) Progress Insights

A presentation about the Target Operating Model (TOM) highlighted NHG's plans to improve service delivery through improved triage, data capture and centralised processes. Forum members raised concerns about previous experiences with call centre systems, the impact on complex cases, and ongoing challenges relating to local officer consistency. NHG agreed to provide slides and host a separate session for deeper discussion.

TPAS Review Update

TPAS will be providing an independent external review after meeting with Forum members and NHG staff.

Resident Engagement and Involvement Update

The Head of Resident Involvement and Engagement provided an update about involvement and engagement activities, including regional resident meetings, service drop-ins and cultural events attended by almost 500 residents. The Forum will receive the Q3 involvement report at the next meeting.

NHG Quarter 2 Performance Report - Damp and Mould Metrics

The quarter 2 NHG Performance Report was presented, with particular focus on damp and mould metrics required under Awaab's Law. NHG reported increased staffing levels, ongoing training programmes, improvements in repairs completion and contractor engagement, and new communications such as self-help videos for residents.

Meeting discussions included affordability concerns regarding service charges and the need for clearer resident information.

Complaints Scrutiny Project Progress and Recommendations Update

The Complaints Scrutiny Project update included developments about the satisfaction survey design which Forum members feed into, and the demonstration of the new survey tool. Forum members will receive access to the latest version and provide further feedback.

Repairs Scrutiny Topics Planning

Meeting discussions about progress on reducing repairs backlogs and identification of three priority areas: first time fix improvements, transparent reporting through local scorecards, and a six-month review of contractor performance took place. NHG confirmed the contractors for different regional areas and agreed to circulate resources such as self-help videos and further details on repair-related policies.

Project Phase Closure and Handover

The temporary Resident Forum Project Manager provided an overview of the transition of the Forum into business-as-usual arrangements, highlighting the strengthened governance framework and the opportunity for members to shape future scrutiny priorities.

Communication Update

A communications update confirmed that the Forum website is live, regularly updated by the Resident Involvement Team with minutes and strategy materials. The website provides a voice to the Resident Forum with anyone being able to see a summary of the meetings that have taken place. [Resident Forum](#)

Any Other Business

In Any Other Business, Forum members were encouraged to attend December the End Of Year celebration event, participate in NHG online events and explore opportunities in external resident networks such as the G15 Residents' Group, where a vacancy remains open.

The meeting closed: Next meeting 25th February 2026.