

Resident Forum

Summary of Meeting

Wednesday 9th July 2025, 6pm – 8.30pm BKH

(Bruce Kenrick House, Kings Cross, Lower Ground Meeting Rooms)

Attendees:

Twelve of the fifteen members were in attendance, who were joined for this meeting by twelve staff members.

Welcome, Introduction and Update from NHG Board

After introductions, the key topic of discussion was an upcoming update to the Terms of Reference, Code of Conduct and confidentiality for the forum, which will be circulated before the next meeting.

NHG's Chief Governance and Risk Officer introduced her role and responsibilities, including supporting the forum's governance and secretariat functions from now on

(TK) Updated the Forum on the Board meeting held on 12 June 2025 where a summary of annual reports discussed were:

- Voice of the Customer Report
- Annual Complaints Report
- Review of compliance with the Housing Ombudsman report
- Tenant Satisfaction Measures (TSMs)
- Annual Health & Safety Report

Strategic performance review outputs & Key performance Indicators for (25/26) were discussed and approved in principle. (First round of new reporting is coming forward to the 13th of July board meeting).

Discussion highlighted that damp and mould is a key area for improvement and it was noted that dedicated expertise is being brought in to support that part of the business.

The forum heard a summary of the progress update on the Regulatory Compliance Plan, noting that quarterly updates are published on the NHG website.

The Forum emphasised the importance of ensuring two-way feedback between forum and board.

Fire Safety & Building Info Discussion

The forum discussed progress on Fire Risk Assessment Safety in the light of regulatory compliance activities, including the importance of building safety beyond compliance, and the need for strong relationships and transparency.

The forum stressed the importance of EWS1 forms, remediation plans, and transparent communication from managing agents. Members discussed how the resident forum can act as ‘critical friends’ by offering real-life insights. The forum appreciated a previous update from the Head of Building Safety, including the sharing of an information sheet on EWS1 forms and building safety regulations. The forum may look for a follow-up for a more detailed presentation and training session on fire safety topics.

Minutes & Actions from last meeting

Previous minutes were reviewed and it was agreed how actions would now be tracked via a formal categorised tracker with clear target completion date and ownership.

The forum discussed how members questions will be categorised and will drive scrutiny and improvement. Simple queries can be answered quickly, while complex issues may require deeper investigation or become the themes of the forum’s scrutiny projects.

Know Our Customer project update

The Director of Customer Experience presented NHG’s initiative to better understand resident needs and vulnerabilities.

The family resources survey indicates about (40%) of people in the UK have some form of additional requirement.

Engagement with 80+ residents identified common vulnerabilities: mental health, mobility issues, elderly, addiction, chronic illness, grief.

NHG is developing service adjustment icons in systems (e.g. My Account, Workwise) to improve tailored service delivery.

Staff will begin actively asking about service adjustment needs during annual visits, contact calls and repairs reporting.

NHG aims to build a more accurate internal database to inform service delivery and contractor behaviour.

FAQ & project update shared – residents asked to review and provide feedback. Request for resident volunteers to support NHG staff training by sharing lived experience around vulnerabilities/service adjustments.

Sessions expected to run July – August, virtual attendance available. Future updates on the Know Our Customer programme to be brought to subsequent meetings.

One of the members highlighted the ‘Precarious lives’ report from another housing association, focusing on LGBTQ+ Londoner’s, which challenges assumptions about economic security and reveals hidden vulnerabilities, suggested it could be useful for NHG’s ‘Know Our Customer’ work.

Further areas of concern from the forum were:

- Importance of capturing leaseholder & Freeholder vulnerabilities.
- Concerns about sheltered accommodation and emergency response.
- Suggestions to address overcrowding and under-occupation.

Performance Report Overview

Year-end performance data presented was presented by the Managing Director of Operations and it was acknowledged that the organisation's performance is not where it needs to be. Members discussed performance and raised the following concerns:

How NHG measures the quality of resident data, particularly given the high data quality figures reported in the performance documents. It was also noted that NHG should monitor moving in experience and NHG agreed to explore conducting surveys to gather resident's experiences with the move in process.

The Forum raised that there needs to be more damp and mould information and training for residents to help to address ongoing issues. The meeting highlighted how mould is a frequent concern in many properties and can result from building issues (e.g. poor ventilation, cold bridging)

The forum acknowledged that overcrowding exacerbates the damp and mould problem and many residents have limited options.

One member explained the helpful training and input she attended on this area and that website information exists on managing damp/mould. Educational materials such as fridge magnets should be considered. It was suggested that NHG could evaluate current mould education tools (beyond the website).

The meeting discussed how preventative measures are required in tackling damp and mould and that annual visits help identify problems early. Education alone is not sufficient— not everyone accesses online resources. Residents want NHG to differentiate structural issues from lifestyle ones before offering solutions.

The forum requested a future update from NHG Legal on current leasehold transfer timescales any improvement plans and to consider tracking leasehold transfer times as a KPI. It was suggested that NHG review whether sensitive letting criteria are still in use and how allocation decisions balance vulnerability, support needs, and community impact.

The forum discussed whether leaseholders could be a valuable oversight partner, flagging discrepancies and promoting contractor accountability.

Break - NHG staff left the meeting

Communication Strategy working session & Resident Forum website session

A session was conducted by the Resident Forum Project Manager and NHG's Head of Communications

Members participated in building a communications strategy via a structured working session to define the Objectives, Key Messages, Audiences and Success Measures for forum communications.

A key element of the strategy is to make residents feel important, heard and cared about and that they have a voice and opportunity to influence both through the forum as well as participation in improvement activity facilitated by the resident forum.

The plan will address communications with Residents, NHG Staff, Board and Third Parties.

This will now be used to inform off-line work to add Channels, Content and Specific Actions input that will complete the strategy. This will then be used to define an implementation plan of action to deliver the key messages to the different audiences.

A working draft of the proposed Resident Forum website pages was presented. At this point the content we could communicate is mainly about the forum's purpose, objectives and membership. In the future we would add articles about projects and the impact that we have had in working with NHG staff to improve experiences for residents.

It was therefore agreed that we should launch an initial set of web pages setting out what we are here to do and including content such as meeting minutes. We will then look to add future content and improve as we go.

Agreed that the initial website launch should make it clear that this is a new forum.

Any other business

Appraisals: Forum members to have 1:1 check-ins. The purpose is to gather feedback, assess engagement, and identify support needs & confidentiality. The scheduling will be done in the next 4–6 weeks.

The Forum discussed the timeliness of a Resident Conference. Aim is to bring together residents across boroughs, share updates, and gather feedback.

The Forum discussed legal sensitivities and confidentiality. It was agreed that NHG/RF should produce some guidelines and examples what can & what can't be shared externally.

The forum agreed to continue shaping the agenda and inviting relevant staff.

The forum agreed to support subgroup work and online meetings of the full team in between formal meetings so that we can accelerate progress towards where we need to get to.

End of meeting