TOP Meeting 25/08/2026

Members in Attendance:

Mike Richter (Chair)

Ian Allan

Sandra Longstreth

Eluned Woods

Officers in Attendance:

Stuart Pattison

Cali Gadd

Apologies:

Graham Nash (Deputy Chair)

1. **Welcome and Introductions**

Welcomes were made around the room

2. **Actions/ Matters arising**

Updates were given on the Action log. There were two actions which can be marked as complete following this meeting.

3. **Q1 Key Performance Information**

SP went through the KPI information. Members agreed that the extra resources we are using for Damp and Mould have helped us improve and that we are doing well in that area. SP explained the rent arrears and how this data fluctuates due to when tenants are paid benefits. Members discussed that having support information in blocks may help with the amount of phone calls to the council.

Decision- Members to review KPI's ahead of meeting and to bring up key areas of concern.

4. **Q1 Tenant Engagement Report**

SP spoke through key areas of the report. Members asked about knowing what training is available - Competence and Conduct.

Action – CG to circulate this to members for them to read through.

5. **Q1 Complaints Report**

MR asked what is being done to improve the level of complaints. SP explained that there is an officers complaints review group with oversight of a complaints improvement and action plan. Housing Committee members (Members responsible for Complaints) also look at a sample of

complaints to review the quality and outcome. It is hoped involved tenants (the proposed complaints reviewer role) will soon join members to provide oversight, assurance and feedback.

6. **Policy Review: Damp and Mould**

Kirsty Hussain explained the changes to the policy following Awaab's Law. She also explained that the consultation that was held was positive. She also explained that damp and mould had been moved from property care and that it has made a big difference. The team are having an external 'critical friend' to see how well they are performing and they will be provided with recommendations.

Members agreed that the policy should be adopted.

7. **Consumer Standards – Action Plan**

Action- Jen O'Dale to attend the next meeting for the group to question the Housing Improvement Plan.

Decision – Jen to update members two times a year.

8. **Chair's Tenant Voice Report**

SL explained that we need to give more opportunities for tenants to engage. To promote Stroud District Council better on social media in a more positive way. This was agreed by all members. She also said to make more tenants aware that there are many ways to get involved that are not full-time commitments – Tenants will still make a difference.

EW explained that we need to get tenant involvement out more but understands that it is difficult in certain areas. Promote that more will be done if they are to get involved.

MR said that more publication on the positives is needed. As well as promoting benefits of getting involved. Communication needs improvements, even if it isn't positive. It still tells tenants what is going on.

It was discussed that there could be filming done of resident engagement activity to advertise opportunities and generate interest.

Members agreed that there could be drop-in sessions to allow tenants to get involved but who may not necessarily have the commitment/time for formal meetings e.g. Coffee mornings.

They understand that it is hard for younger and in-work residents to get involved - needs more thought on how we approach this.

Quarterly Report to be presented by MR at Housing Oversight Board/Committee meetings.

9. **TOP Forward Plan**

Action – Jen to attend next meeting (JOD)

Decision – Feedback from Housing Committee (MR/IA)

Decision – Update on the Engagement Strategy (BR)

Decision – Agenda agreed for Housing Oversight Board