TOP Meeting 06/10/2026

Members in Attendance:

Mike Richter (Chair)

Graham Nash (Deputy Chair)

Ian Allan

Sandra Longstreth

Eluned Woods

Officers in Attendance:

Stuart Pattison

Cali Gadd

Jen O'Dale (Item 3)

1. **Welcome and Introductions**

Welcomes were made around the room

2. **Actions/ Matters arising**

Updates were given on the Action log. CG updated members on the tablets, it was agreed that SL and GN would trial the first two tablets. CG to get these ready in the next week or so. SP explained that the Census information and any other demographic information will be available next meeting as the report is going to Housing Committee. BR to update on the Rewards and Recognition next meeting. CG discussed moving Item 1 on the agenda as it would be better to have an officer from the repairs team to attend a meeting to be able to answer questions members may have.

Action – CG to have tablets ready for SL & GN by next week

3. **Consumer standards – Housing Improvement Plan**

JOD discussed the meaning of the regulator and the inspection that local authorities must have. JOD went on to explain the standards and how we use these to complete our self-assessments. There is a new standard Competence and Conduct which was explained to members. The Housing Improvement Programme and workstreams were discussed showing that we have milestones across the year, showing where we started to where we want to be. Part of this programme is having external reviews (like the ASB review) for assurance. JOD explained to the group that we will have a mock inspection with HQN and that they will want to talk with the group, JOD will give a briefing before this.

Decision- Jen to update the group on this programme progress every 6 months.

4. **ASB service review report and future scrutiny**

SP explained why we did the review and this was because we were below peer average and in the last TSM we noticed a decline in satisfaction. SP then explained the scope of the review and the methodology. SP had sent out the summary which members had read before the meeting. SP went through a few of the recommendations received, one of these being that the AB policy may have gaps and it doesn't address how we deal with things we don't class as Anti-social behaviour. IA discussed his concerns with how things will be dealt with regarding independent living. SP said that work needs to be done to make sure our Housing System is fit for purpose, which may lead to procuring a new system – which members will be involved in. SP suggested that TAG (Tenant Action Group) should look at the letter templates and supporting documents.

Action – SP to circulate the slides and action plan.

Action – CG to circulate the walkabout schedule and form

Decision – SP to update members on progress

5. **Scrutiny update: Progress on Responsive Repairs and Communication action plan**

Decision - Members agreed to move this item to January's meeting so both scrutiny updates can be done at the same time

6. **Feedback from Housing Committee**

MR explained that all information from TOP was relayed to the Housing Oversight Board and that this was then discussed at Housing Committee which was well received.

7. **Forward Plan**

The work programme was discussed, and all members were happy with this.

Decision – KPI's to be sent before the November meeting so members can bring their concerns to the meeting without having to talk through all the KPI's.