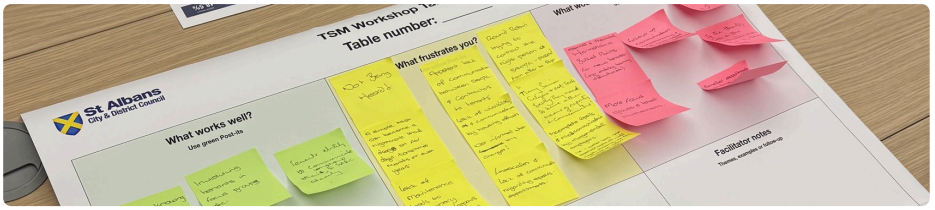
TSM Resident Scrutiny Workshop: Summary

Tuesday 11 August 2026 | Housing Services, Resident Engagement

On 11 August 2026, tenants came together to look at how the Housing Service is performing, share their experiences and decide where we should focus on improving. This is a short summary of the evening. A full report is available.

The workshop looked at the Council's 2025/26 Tenant Satisfaction Measures, the annual tenant survey (857 responses, 52% satisfied overall). The figures on this page come from the workshop, not from that survey.



103	23	4	3
residents expressed interest	tenants attended	table discussions	priorities chosen

Places were limited, so the 23 who attended were chosen at random from the 103 who expressed interest.

The three priorities residents chose

1. **TP02 Overall repairs service**
   17 of the 23 residents who voted selected this (74%)
2. **TP05 A home that is safe**
   15 of the 23 residents who voted selected this (65%)
3. **TP06 Listens to tenants and acts**
   14 of the 23 residents who voted selected this (61%)

Shares of the workshop vote (each resident could choose up to three), not satisfaction scores. Communal areas and complaints came just behind and are kept as evidence.

What residents told us

What works well	Tidy grounds, a safe home, respectful staff, prompt emergency repairs, and complaints resolved well once picked up.
What frustrates residents	Communication gaps between Council, contractors and tenants; hard to reach the right person; repairs that drag on or go unfinished; damp and mould; slow action on anti-social behaviour.
What would make the biggest difference	Reliable communication and follow-up, first-time repairs, complaints that lead somewhere, regular upkeep of communal areas, and accessible ways for older residents to reach us.

How the evening landed

Ten residents completed the written evaluation and the feedback was overwhelmingly positive. Nine of the ten agreed or strongly agreed on all four measures (clear information, a fair chance to contribute, understanding how priorities were chosen, and genuine influence) and no one disagreed. The small-group tables were the highlight.

What happens next

The three priorities now pass to the service leads, who will set out what should change and report back to residents, including the "you said, we did" updates residents asked for. They will also shape our resident engagement over the coming year, so those who took part can stay involved in the areas they care about.