



Minutes from the:

St Albans City & District Council Tenant and Leaseholder Forum

Date / Time: 31 July 2025, 6 pm – 7:30 pm

1. Attendees

Tenants and leaseholders attended the meeting, representing several neighbourhoods including Masefield Road, Aldwick Court, Abbots Avenue West and London Colney. Council officers attended from Housing and Resident Engagement, together with representatives from Repairs and Morgan Sindall.

The Resident Engagement Officer opened the meeting, outlined the agenda and summarised recent activity. The session focused on resident feedback, the introduction of CX Feedback, and wider engagement themes.

Residents shared constructive feedback on a range of issues, and officers provided updates in response. The Council reiterated its commitment to acting on resident insight, strengthening communication, and continuing to improve services through open, two-way dialogue.

2. Declarations of Interest

No personal or financial interests were declared.

3. Minutes of the Previous Meeting

As the previous meeting was not quorate, the minutes from 26 June 2025 could not be formally approved. However, key updates were discussed and noted. Officers confirmed that work on the Repairs Handbook review, voicemail response improvements and data collection through CX Feedback has progressed since the last Forum.

It was agreed that moving to a bi-monthly meeting schedule will allow more time to review actions between sessions and ensure that resident feedback continues to influence ongoing service improvements.

4. Forum Frequency and Format

The proposal to hold Forum meetings every two months was discussed. Attendees supported the change in principle, noting that a more frequent schedule would help maintain momentum and ensure timely follow-up on actions raised by residents.

5. CX Feedback and Resident Insight

The Resident Engagement Officer presented the Council's new CX Feedback



system, which gathers real-time feedback from tenants following repairs and other housing services.

Members discussed several ideas to enhance the system, including:

- Adding QR codes to completion cards to confirm when jobs are finished.
- Exploring Morgan Sindall's survey model to capture additional feedback.
- Using data trends to identify recurring issues and guide service priorities.

It was noted that response rates can help track engagement levels and that even low or omitted responses provide useful insight into barriers to participation.

Attendees tested the live CX Feedback survey link during the meeting. Some delivery issues were identified and resolved.

Suggestions for improvement included:

- Allowing residents to edit responses after submission.
- Avoiding survey links that expire.
- Adding a "Not applicable" option.
- Sending automatic confirmation emails after completion.
- Asking about preferred contact methods to improve future communication.

6. TPAS Conference and Resident Involvement

A resident representative shared feedback from attending the Tenant Participation Advisory Service (TPAS) Conference, which highlighted examples of effective resident involvement and collaboration from other landlords.

Officers reaffirmed the Council's commitment to embedding "Respect" as a core organisational value, reflecting feedback from residents and ensuring this principle is applied consistently across housing services.

7. Councillor Engagement and Accessibility

Concerns were raised about the accessibility of councillors and communication around local decisions such as parking and traffic measures. Officers confirmed that councillors attend community days and that contact details are available on the Council website, but acknowledged that visibility and accessibility for residents without internet access need to improve.

Accessibility for residents who prefer telephone or face-to-face contact remains an ongoing priority.

8. Communication and Caretaking

Residents commented that caretakers are less visible in some areas, making it harder to report or resolve smaller estate issues such as puddles or litter. Officers agreed to raise this with the relevant service and explore options to improve communication and on-site presence.



9. Leasehold and Surveyor Appointments

Concerns were raised about lease extension costs and appointments being arranged without notice. Officers noted the feedback and confirmed that scheduling and communication processes will be reviewed to ensure proper notification and coordination for future visits.

10. Using Data to Drive Improvement

The Forum discussed how CX Feedback data could help identify recurring concerns such as missed waste collections or delayed repairs. Officers highlighted that both responses and non-responses provide valuable insight into satisfaction and engagement trends.

11. Next Steps

Actions arising from the meeting include:

- Testing and refining the CX Feedback survey process.
- Making councillor contact details more visible to residents.
- Reviewing caretaker visibility and estate maintenance arrangements.
- Improving notice for surveyor and leasehold appointments.
- Using CX Feedback trends to inform future Forum agendas and service planning.

12. Date of Next Meeting

The next Tenant and Leaseholder Forum will take place on **Thursday, 27 November 2025**, from 6 pm to 7:30 pm.