

Tenant and Leaseholder Staff Network

This network is specifically for Council staff who are also tenants or leaseholders.

It provides a dedicated platform to share insights, feedback, and ideas about housing services, ensuring your unique perspective as both an employee and a resident is heard and acted upon.

Members can:

- Influence service improvements through regular discussions and feedback opportunities
- Preview and comment on key housing materials before they are finalised
- Collaborate with colleagues to shape the future of housing services

The network offers a relaxed, supportive environment that values both your professional expertise and your lived experience as a resident. Feedback from this group also feeds into our wider engagement activities to strengthen services for all tenants and leaseholders.

Read the summary of our most recent meeting: [Report on Lunch Drop-In Session and Survey Insights](#) (All personal details have been removed to protect privacy.)

Overview

The recent lunch drop-in session and the corresponding survey highlighted key areas where improvements can be made to enhance the experience of tenant-employees. This report summarises the main findings, identifies challenges, and sets out focus areas for future engagement.

Key Observations from the Lunch Drop-In Session

1. Interaction Format

- **Issue:** Some participants suggested holding sessions online for greater convenience and attendance.
- **Action:** Future sessions may incorporate online platforms with interactive features to encourage participation.

2. Morgan Sindall Repairs

- Issues identified:
 - Concerns about transparency and communication
 - Missed appointments and unclear repair reporting processes
 - Limited awareness among staff about repair responsibilities
- Actions:
 - Improve Morgan Sindall's customer service and communication
 - Carry out regular spot checks to monitor quality
 - Consider competitive tendering for repair work to enhance accountability

3. Leaseholders

- Issues identified:

- Lack of clarity in invoices, particularly for external wall works
- Difficulty contacting the leaseholder helpline, with reliance on email
- Limited awareness of the leaseholder team's role and services
- Actions:
 - Provide a detailed breakdown of service charges in advance
 - Increase visibility of the leaseholder team through the MyStAlbans tenant portal (the Council's online housing services platform)
 - Clarify repair processes specific to leaseholders

4. MyStAlbans Portal

- Issues identified:
 - Accessibility concerns and limited responsiveness to submitted queries
 - No acknowledgement or follow-up emails after submissions
- Actions:
 - Introduce a ticketing system for tracking and acknowledgement
 - Undertake a usability review to address accessibility concerns

5. Rubbish Disposal

- **Issue:** Lack of clear signage for disposal areas
- **Action:** Install clear, instructional signage at rubbish disposal points

6. Balancing Privacy and Reporting

- Concerns:
 - Staff expressed concerns about boundaries when accessing system details
 - Some felt there was a risk of unequal treatment
- Actions:
 - Define clear policies on data access and privacy
 - Ensure all complaints and queries are acknowledged consistently

Survey Insights

Ease of Reporting Issues

- Mixed experiences were reported: while some found official channels effective, others experienced delays
- Concerns were raised about potential professional implications of reporting issues

Response Times and Follow-Ups

- Feedback varied: some tenants reported timely responses, while others experienced delays or incomplete follow-ups
- Repair services provided by Morgan Sindall were a recurring concern

Support Required

- Tenants requested clearer guidance and more frequent updates on reported issues
- Options for anonymous reporting were suggested to build confidence

Interest in Feedback Sessions

- Participants expressed interest in attending future tenant-employee feedback sessions
- Timing and format (e.g. online or in-person) were seen as crucial to encourage wider participation

Focus Areas for Future Engagement

1. Morgan Sindall Repairs
 - Develop a clearer reporting and communication framework
 - Provide training for staff on the repair escalation process
 - Hold focus groups to address complaints and identify specific concerns
2. Leaseholder Communication
 - Improve transparency of service charge breakdowns
 - Raise awareness of the leaseholder team's services
 - Provide accessible repair guidance for leaseholders
3. Digital Accessibility
 - Redesign the MyStAlbans portal to improve usability and inclusivity
 - Introduce automated acknowledgements and tracking for queries
4. Employee–Tenant Boundaries
 - Develop clear policies around privacy and reporting
 - Provide training to ensure policies are applied consistently
5. Waste Management
 - Install clear, visible signage at disposal points
 - Promote responsible waste disposal through awareness campaigns

Conclusion

The insights from the lunch drop-in session and survey responses provide a valuable roadmap for improving tenant-employee experiences. By addressing the identified gaps and taking forward the proposed actions, the Council can foster a more transparent, inclusive, and responsive environment.

Future engagement will prioritise clarity, accessibility, and consistent communication, ensuring the voices of staff who are also tenants and leaseholders continue to shape housing services.