

Service Improvement Team (SIT) Panel Meeting Minutes

July 2026

Item	
1.0	Purpose and context
1.1	Residents from the Service Improvement Team met with Housing Solutions colleagues and senior leaders to discuss home improvements, repairs, resident involvement and future service changes. The meeting provided residents with an opportunity to challenge, influence and shape future decisions across Housing Solutions.
2.0	Resident influence and governance
2.1	Residents received an update on Housing Solutions' recent regulatory inspection and plans for the new Resident & Homes Committee. The committee will focus on resident experience, housing services, repairs and maintenance, and the quality and safety of homes. Residents welcomed the changes and the stronger connection between resident feedback and Board decision-making.
3.0	Planning investment in homes
3.1	Residents received an update on stock condition surveys and future investment plans. More than 2,100 homes had been surveyed to support understanding of property condition and future investment planning. The areas of focus were roofs, windows, doors, kitchens and bathrooms.
4.0	Communication and accessibility
4.1	Residents asked for clear and honest communication, information in accessible formats, communication that reflects their stated preferences, and updates when plans change.
5.0	Repairs and Maintenance Policy
5.1	Residents reviewed the Repairs & Maintenance Policy and said it was too long and difficult to understand. They also identified areas where responsibilities could be clearer. Suggestions included shorter guides, plain English, visual information, videos, infographics and quick-reference documents.
6.0	Digital improvements and new technology
6.1	Residents received an update on Salesforce, a new customer management system planned for rollout over the next two years. Residents expressed an interest in being involved as the project develops.
7.0	Community updates
7.1	The Summer Shine programme had been rescheduled to August and September following periods of extreme heat. Planned improvements included environmental works and planting projects across several communities. Residents also reviewed plans to improve information for people moving into and out of Housing Solutions homes, including photographs and videos explaining standards and expectations.
8.0	Resident communications
8.1	Residents suggested making newsletters and updates more interactive through videos and digital content to improve accessibility and engagement.
9.0	Decisions and outcomes
9.1	The meeting recorded that a shorter and more accessible Repairs & Maintenance Policy would be developed; communication about investment programmes and planned works would be improved; and the resident involvement structure had been strengthened through the Resident & Homes Committee.