



Date: 4 November 2025

Tenants' Forum Health and Safety and Building Compliance

What did we
talk about?



Project Updates

- Repair Journey Session scheduled for 20 November to guide tenants through the repair process.
- Work with C365 developers to allow tenants access to compliance certificates is ongoing.
- A new tenant portal is being developed with improved features, aiming for launch by March 2026.
- Tenants will be involved in shaping both the compliance and tenant portals.
- Communication & Accessibility
- 'Tenant Talk' page added to the website for clearer updates.
- Meeting notes generated by Copilot AI and reviewed by staff.
- Notes will be available in both simplified and detailed formats, online and on notice boards.

Tenant Engagement

- 257 tenants participated in activities last quarter.
- Participation tracked by name or headcount depending on the event.
- Future reports will include survey distribution data.

Satisfaction & Performance

- Satisfaction improved after clearing older repairs.
- Perception and transactional surveys used to measure feedback.
- Benchmarking shows good performance; focus areas include complaints and diversity data.

Health & Safety

- Strategy in place to reduce injuries and improve safety culture.
- Monthly and quarterly reports track compliance.
- Near miss reporting encouraged and awareness campaigns planned.
- Tenant-reported issues are addressed promptly.

Next steps



Events & Next Steps

- 'Sounds of Progress' event on 19 November.
- Next forum meeting scheduled for 29 January 2026.

Follow-Up Actions

1. Review gritting policy at Martinfield.
2. Involve tenants in portal development.
3. Include survey data in board updates.
4. Improve accessibility of meeting notes.
5. Promote near miss reporting in newsletters.

