

Minutes of Resident Consortium Meeting
Thursday 14 May 2026
6-8pm

Attendees

Stuart Parker	PCC Independent Chairperson
Cassie Watts	PCC Resident Engagement Assistant
Heidi Golder	PCC Resident Engagement Manager
David Mitchell	PCC Resident Engagement Officer
Phillip Bentley	PCC Head of Neighbourhood Services
Sally Scattergood	PCC Assistant Director (Housing)
Nicola Clannachan	PCC Head of Housing Community Services
Mark Fitch	PCC Head of Decants (Portsmouth Homes)
Natalie Beckett	PCC Complaints Lead
Catherine Burland	PCC Leasehold Services and RTB Officer

Richard Ward	Resident
Mandy Buxey	Resident
Mary Bailey	Resident
Greig Anderson	Resident
Dawn Foster	Resident
Andy Gisby	Resident
Cher Dawson	Resident
Frank Derham	Resident
Malcolm Horn	Resident
Elliot Heasman	Resident
Val Gratton	Resident
Lorraine Philpott	Resident
Leslie New	Resident
Steve Langton	Resident

1. Resident Engagement Update - Heidi Golder and Residents

For full presentation please email house.engagement@portsmouthcc.gov.uk.

The presentation covered resident engagement for 2025–2026, linked to the Residents Pledge around improving communication, increasing engagement, and giving residents more opportunity to have a say.

They outlined a range of engagement activities including focus groups, workshops, walkabouts, consultations, and surveys. A key theme was the “You Said, We Did” approach, with examples such as expanding urgent repair categories after residents raised concerns about delays.

The Resident Scrutiny Group continues to play an important role, with residents reviewing services like cleanliness and complaints, feeding back to the Customer Service Board, and helping drive improvements.

Neighbourhood walkabouts and depot visits have helped residents better understand services and report issues, with positive feedback from those attending.

There are currently 26 building projects ongoing, with engagement through door knocking, events, and surveys. Tenant satisfaction activity is strong, with over 1,400 survey responses and good turnout at events like Home Swapper.

Employment support has helped over 90 residents, alongside community funding for local initiatives.

There's also strong community engagement through local events and training opportunities, and ongoing use of the Resident Participation Centre for resident-led activities.

Residents can get in touch with the Resident Engagement Team via email at housing.engagement@portsmouthcc.gov.uk or by phone on 023 9283 4835, as well as through surveys, social media, and at meetings.

2. Neighbourhood Update - Phil Bentley

Over the last year, we've engaged residents through several methods, including tenant satisfaction surveys, a resident scrutiny panel, focus groups, estate walkabouts and online feedback.

The consistent message is not that services are failing, but that residents want better visibility, clearer communication and more consistency. Residents value the work of cleaning teams, gardeners and estate wardens, but where concerns arise, they are often linked to limited understanding of how services operate, lack of visible activity, or building conditions affecting perceptions of care.

Engagement has already led to improvements, including clearer Estate Services web pages, better direction on who to contact, quicker responses to issues raised during walkabouts, and more direct conversations with residents about how services work.

Based on feedback, a clear and practical action plan has been agreed for the year ahead, focused on improving quality rather than adding unnecessary processes.

The main actions are:

- Ensuring residents understand how services work, particularly the demand-led cleaning model, using plain English.
- Improving communication and visibility through web content, newsletters and social media.
- Strengthening engagement by better promoting walkabouts and recognising informal feedback.

- Introducing an engagement tracker to record feedback and actions consistently.
- Exploring digital options, such as a web-based way for residents to see cleaning activity where practical.

Progress will be reported quarterly to the Resident Consortium, alongside an annual engagement report outlining feedback, improvements made, and areas still to be addressed.

Q&A:

GC - We only had 3 people at our last walkabout in Crookhorn. Can I ask on behalf of the residents in my block, can we do bigger posters for advertisements, and can resident be involved in where we do the walkabouts?

PB - Yes, we do ask residents where they want to go, but we can't go to the same places every time if that is all that is recommended.

EH - Our block has never had a walkabout (Somborne Drive).

PB - I will pass this on.

3. Regulatory Compliance Update - Sally Scattergood

For full presentation please email house.engagement@portsmouthcc.gov.uk

The Portsmouth Homes Improvement Plan (March 2026) sets out progress following a regulatory judgement and outlines a major programme of improvements to housing services, safety, and resident experience.

Significant weaknesses were originally identified in stock condition data, electrical and fire safety, and repairs performance. In response, a comprehensive improvement plan was introduced, with accelerated targets under "Project 2030." This includes completing 100% stock condition surveys by September 2026, achieving full electrical safety compliance by May 2026, and delivering major building safety remediation works by 2030.

Progress to date shows strong improvement, particularly in electrical inspections (now over 96% complete) and repairs performance, with overdue repairs significantly reduced and customer satisfaction increasing.

A large-scale, fully funded programme is underway to address fire safety across high-, mid-, and low-rise buildings, alongside specific action on damp and mould, supported by updated policies and monitoring systems.

In addition to safety and compliance, wider improvements focus on consumer standards. This includes stronger approaches to anti-social behaviour and domestic abuse, clearer communication with residents, improved complaints processes, and greater resident involvement in shaping services and policies.

The programme also introduces structural and cultural changes, such as a tenancy support team, enhanced data and insight capabilities, and new training for staff to meet professional standards. Overall, the improvements aim to deliver safer homes, clearer services, and greater resident influence, with continued investment, engagement, and performance monitoring to ensure long-term, sustainable progress.

Q&A:

MH – Does additional or central funding come from the government or from tenant rents?

SS – Funding comes from a range of sources. In some cases, additional funding may require borrowing through the Housing Revenue Account, which must then be repaid.

EH – Ongoing Anti-Social Behaviour issues have been reported over the past four years, with no resolution to date.

SS – To be discussed at the end as an individual case.

LN – Two contractors (an electrician and a decorator) working in the neighbouring property have repeatedly left the porch light on, causing it to burn out, despite being asked not to.

SS – Will follow up and act.

RW - What are the priorities when it comes to spending money, and who makes those decisions?

SS - It's not decided by one person. We receive recommendations, which are then reviewed and considered alongside input from councillors before decisions are made.

GA - How are you finding Ridge's performance?

SS - I don't work directly with them, but from what I understand, Adam is satisfied with the data they are providing.

4. Feedback from Housing and Tackling Homelessness

- The Cabinet Member approved a 3% increase in private sector housing (HMO) licence fees from April 2026.
- A report on resident engagement showed improvements in communication and service delivery, though satisfaction has dipped slightly.
- Approved £2.1m to buy a 14-bedroom property for sheltered housing to meet local demand.
- Ongoing project to buy 200 homes for temporary accommodation is progressing, helping reduce spending while demand remains high.
- Approved housing repairs, maintenance budgets, and safety priorities, focusing on compliance and building safety.
- Introduced a new Lift Safety Policy and several housing policies (decant, moving, succession).
- Agreed a draft Housing Strategy 2026–2030, setting long-term plans for council housing.

5. Focus Ground Round Up

Three resident focus group meetings were held in April.

- **Repairs – 15 attendees**

This session focused on repairs performance, customer feedback, and business plan objectives. Overall repairs performance and satisfaction levels were strong, though communication was identified as a key area for improvement. Residents valued the small group format and requested more engagement with senior council staff and contractors.

- **Policies – 9 attendees**

The meeting centred on policy development, including the resident stamp design and fire safety policies. Discussions covered Personal Emergency Evacuation Plans (PEEPs), with residents contributing feedback on policy priorities and accessibility considerations.

- **House Talk – 8 attendees**

Residents reviewed the annual report and discussed wider topics such as Local Government Reorganisation, service charges, and communication methods. There was strong interest in clearer information, visual materials, and practical guidance on services, policies, and community initiatives.

6. Minutes and actions from last meeting

Date at the top of minutes is incorrect.
All minutes noted as correct.

7. AOB

SS - We'd love to hear your views on whether we should change the name 'Resident Consortium', so please do share your thoughts and send us any ideas you have. Can I get a show of hands of who would be happy to change the name?
Majority vote yes

SS - Social housing stigma campaign – James recently attended a meeting where this was discussed again, highlighting ongoing work to challenge negative perceptions of social housing and promote positive stories about residents and communities. We now need to consider whether we would like to formally sign up to the campaign and support this work. Can we get a show of hands who thinks we should do this?
Majority vote yes.

HH - We're exploring moving the Resident Consortium meetings to the Civic Offices so we can offer a hybrid option, giving people the choice to attend in person or online — please do a show of hands who would be happy to give this a try?
Majority vote yes

VG - I attended SCT in April where Awaab's Law was discussed. During the workshop, it was mentioned that all councils have a landlord board. Could you clarify who sits on our board?

SS - Not all councils have a landlord board. Housing associations do have boards, but councils operate under a political structure. We'll look into this further and provide clarification on what was meant.

MH – I previously enquired about the new external water system supplying boilers at Nickleby House. Is this still progressing?

MF – This project is still planned to go ahead, with work currently expected to begin in 2027.

EH - When a complaint is raised by phone or email, why does it take 15–20 days to receive a response? I submitted an email in March and did not receive a reply, and I followed up again on 1 May but have still not heard anything

NB - Will speak to you at the end of the meeting.

8. Date next meeting - Thursday 4th June 11-1pm