

Minutes of Resident Consortium Meeting
Thursday 4th June
11-1pm

Attendees

Amanda Godfrey	Independent Chairperson
James Hill	PCC Director of Housing Neighbourhoods and Building Services
Adam Hardwick	PCC Assistant Director (Buildings)
Nicola Clannachan	PCC Head of Housing Community Services
Amy Holmes	PCC Head of Compliance
Patrick Leggett	PCC Head of Capital Projects
Steve Groves	PCC Head of Building Repairs
Mark Fitch	PCC Head of Decants
Natalie Beckett	PCC Complaints Lead
Sara Craig	PCC Policy Lead
Holly Lovejoy	PCC Tenancy Support Manager
Dean Pickett	PCC Repairs Service Manager
Stuart Lane	PCC Strategic Procurement and Framework Manager
Danika Hall	PCC Compliance and Projects Manager
Janine Austin	PCC Resident Engagement Officer
Becky Collins	PCC Resident Engagement Officer
Michaela Moth	PCC Tenancy Support Adviser
Christian Pearson	PCC Tenancy Support Adviser
Cassie Watts	PCC Resident Engagement Assistant

Cllr Darren Saunders

Cher Dawson	Resident
Andy Gisby	Resident
Gordon Croucher	Resident
Dawn Foster	Resident
Greig Anderson	Resident
Mandy Buxey	Resident
Malcolm Horn	Resident
Val Gratton	Resident
Karen Braddock	Resident
Mary Bailey	Resident
Christine Judge	Resident
Ann Scott	Resident
Steph Loveday	Resident
Steve Langton	Resident
Lorraine Philpott	Resident
Richard Ward	Resident
Maria Cole	Resident

Apologies

Elliot Heasman	Resident
Paul Weller	Resident

1. Buildings - Steve Groves and team.

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

Agenda

- Reset of repairs focus group
- Overview of Building Services
- Development of resident-led engagement plan

Building Services Overview

- Led by Assistant Director of Buildings with heads of service across repairs, compliance, capital projects, asset management, procurement, and sustainability
- Covers maintenance, safety, investment, and strategic housing functions

Building Repairs

- Manages around 80,000 repair requests
- Investigates damp, mould (Awaab's Law) and disrepair claims
- Oversees approximately 900 void properties for re-letting
- Delivers disabled adaptations and property surveys

Compliance

- Targeting 100% compliance across gas, electric, asbestos, water, lifts, and fire
- Manages contracts and fire risk assessments, including high-rise safety

Capital Projects

- Delivering £180m building safety programme
- Responsible for planned maintenance and major refurbishments
- Includes adaptations and energy efficiency works

Asset Management

- Procures major service contracts (repairs, gas, fire, water safety, etc.)
- Developing asset management strategy and managing stock data
- Oversees performance reporting and systems

Energy & Sustainability

- Manages utilities and energy programmes
- Leads decarbonisation of council buildings
- Identifies and delivers energy efficiency projects

Key Engagement Updates

- Repairs focus group changing to Buildings focus group
- More frequent sessions planned
- Residents to help shape topics and agenda
- Annual engagement plan to be developed

Q&A

DF - What happens if a contractor comes in and there are problems—how is that dealt with?

SL - There are a few approaches, but our preferred method is to work collaboratively. Wherever possible, we address any issues with the contractor in the first instance through open discussion and resolution. In addition, we monitor performance through Key Performance Indicators (KPIs), which contractors are required to meet. If these targets are not achieved, the contract includes provisions for implementing improvement plans to help bring performance back up to the required standard.

2. Complaints - Natalie Beckett

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

Overview

- Covers complaints, compliments and service improvements from April 2025 to March 2026
- Focus on using feedback to improve services and make it easier for residents to raise concerns

Complaints Volume

- Complaints increased from 249 to **492** (up by 243)
- Increase driven by:
 - Better awareness of how to complain
 - Easier access to services
 - Ongoing pressures in key service areas

Main Issues Raised

- Repairs and property condition (including repeat repairs, damp and mould)
- Anti-social behaviour (concerns about action taken and delays)
- Customer service and communication (lack of updates, slow responses)

Performance

- **83% of complaints responded to within timescales** (up from 55% previous year)
 - 52% within 10 working days
 - 31% within 20 days (with agreed extension)
- Remaining issues:
 - Some complaints exceeded timescales
 - A small number withdrawn or still outstanding

Improvements Made

- Stronger focus on:
 - Right-first-time repairs and reducing repeat issues
 - Better and more consistent communication
 - Clearer handling and explanation of ASB cases
 - Improved coordination on complex cases

Resident Scrutiny

- Independent resident review of complaints service
- Included review of processes, materials, data and case studies
- Feedback is being used to develop a complaints improvement plan
- Aim is to strengthen good practice and address gaps

Compliments

- 72 compliments received (up from 41 last year)
- Positive feedback focused on:
 - Staff empathy and professionalism
 - Support from housing officers
 - Quick response to emergencies
 - High standards in cleaning services

Q&A:

AG - During Tenant Update Visits (TUV's), are any complaints raised reported and recorded?

NB - Yes, any complaints raised either in person or over the phone are logged.

3. Tenant Satisfaction Measures Update - Nicola Clannachan

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

Overall Performance

- 84% overall satisfaction (stable over last 3 years)
- Strong results in:
 - Repairs (85%)
 - Home safety (83%)
 - Homes well maintained (81%)
 - Fair treatment (83%)

What's Working Well

- Portsmouth performing above national averages across all key measures
- Improvements in:
 - Listening and acting for ethnic minority tenants
 - Targeted neighbourhood work (e.g. Landport)

Key Challenges

- Complaints handling remains lowest area (46%)
- Issues with:
 - Complaint resolution and consistency
 - Confusion between complaints vs service requests
- Lower satisfaction in:
 - ASB handling (62%)
 - Communal areas (68%) and neighbourhood impact (67%)

Resident Feedback Themes

- Residents want:
 - Better quality, right-first-time repairs
 - Clear communication and follow-through
 - More visible action in neighbourhoods

Comparisons

- Portsmouth:
 - Outperforms most local authorities on the majority of measures
 - Slightly behind on some areas like ASB and communal spaces compared to some peers

Actions / Next Steps

- Continue complaints improvement plan
- Strengthen:
 - Communication (“You said, we did”)
 - Engagement with lower-satisfaction groups
- Increase visibility in neighbourhoods
- Ongoing ASB improvements and training

Additional Groups

- Shared owners: very high satisfaction (92%)
- Leaseholders: low satisfaction (49%), key issues:
 - Maintenance, service charges, communication
 - Feeling not listened to (focus group planned)

4. Regulatory Compliance Update - Nicola Clannachan

The 15th Provider Improvement Meeting took place on 22 May. Meetings have now moved to a bimonthly schedule. Overall progress remains positive, with clear improvements being seen across key areas.

At the next meeting, they are particularly keen to receive an update on third-party assurance, including input from Internal Audit, Ridge, and Campbell Tickell. A mock inspection is planned over the coming months to support this work.

5. Mock Inspection Update - James Hill

JH - Every social housing landlord will receive an inspection from the regulator over a four-year period starting in April 2024. However, we are expecting our inspection to take place sooner likely by the end of this calendar or financial year. This is because Portsmouth, along with neighbouring authorities, is undergoing local government reorganisation, which will result in the formation of a new council in the future. From the regulator’s perspective, this is an appropriate time to inspect the remaining authorities that have not yet been assessed.

We have been working with Campbell Tickell to carry out some preparatory/assurance work, which we will share with you in due course. We have asked them to conduct a mock inspection ahead of the actual regulator visit.

Campbell Tickell will contact myself and Councillor Saunders to confirm that an inspection is taking place. They will then request documentation, review our website, and assess everything from the perspective of residents, leaseholders, and shared owners during the first two weeks. Following this, they will develop key lines of enquiry.

Around six weeks in, they will carry out a series of interviews with numerous staff such as managers, officers, as well as residents, with a particular focus on understanding the service provided by Portsmouth Homes.

After approximately ten weeks, they will produce a report. While they won't provide a formal rating or confirm how an inspector would assess us, they will offer feedback and practical recommendations for improvement.

RW - With all these changes, are they really helping, or are they more of a hindrance? I'm not seeing much improvement.

JH - It's important to remember the tragedy at Grenfell Tower and the loss of life that led councils to stop and reflect on how such events could be prevented in the future. While it may feel like we have moved from one extreme to another, these measures are in place to ensure that something like that never happens again. The work around high-rise safety and regulatory requirements is essential—we simply cannot afford to be complacent.

Cllr DS - With all these inspections, will residents actually see an improvement in the service they receive? There's a concern that staff are focused on preparing for inspections rather than day-to-day delivery.

JH - The inspections shouldn't reveal anything new—they focus on using feedback to drive continuous improvement. It's about being self-aware and understanding where we can do better. Residents should see improvements where needed and feel more involved in that process. While inspections don't create immediate changes, they support longer-term improvements.

DF - If you already have a good idea of what the inspection will say, why carry out a mock inspection?

JH - The housing service hasn't been inspected by the regulator for over ten years, and there are very few members of the current management or officer teams who have experienced one. The mock inspection helps to prepare both staff and residents, ensuring everyone understands the process and feels confident in engaging with it.

6. Focus Group Round Up

On 21st May, the Pets Policy Focus Group was attended by 19 residents and 7 staff, focusing on reviewing the pet application process, pet agreement, and gathering final feedback on proposed changes. All feedback is currently under review and will be discussed with senior managers, with updated documents shared back to the group before wider resident consultation—reflecting changes being made in response to resident input.

On the 22nd May 10 Residents attended the 3rd Landlord performance. The Residents reviewed the draft Portsmouth Homes performance report and provided feedback on its content, layout and clarity. They highlighted which measures were most meaningful and suggested improvements to make the information clearer, more accessible, and better support resident scrutiny and accountability.

On 28th May, 12 residents attended the Mountjoy Office Workshop, where key policies and strategies were reviewed alongside a live demonstration of the Customer Communication Portal and Resident webpage. Feedback was extremely positive, with residents praising the staff, content, and venue. No actions were required, reflecting a successful and engaging session shaped around resident involvement.

7. Minutes and Actions from last meeting

All minutes noted as correct.

LN Darwin House reported lampposts not working - Spoke with Colas who confirmed that all five lampposts on Buriton Street are operational according to their central system, which monitors each unit via sensors. Faults are automatically flagged and repaired within a strict SLA due to legal requirements. Residents are reminded to report any streetlight issues directly to the City Helpdesk via the app or by phone to ensure they are logged and addressed promptly.

MC - At the last meeting's AOB, three items were voted on. As I only attend daytime meetings, I wasn't able to have any input. I'd like to understand how those decisions were reached, particularly regarding the proposed name change for the resident consortium.

CW - No formal decisions have been made yet—we simply carried out a quick show of hands to gauge residents' views. For the name change, a resident focus or working group will be set up to explore this further.

In terms of the change of venue for evening meetings, we needed to act quickly to ensure everyone has the opportunity to attend. Introducing hybrid meetings allows for this, and we are currently trialling this approach for evening sessions only. As July's meeting is scheduled for the evening, a quick decision was necessary.

NC - I raised the issue of stigma in social housing, which has been discussed at previous resident consortium meetings. We revisited the topic to confirm that residents still want to be involved. Going forward, we can treat this as a learning opportunity and make sure that when we ask for residents' input at meetings, everyone has the chance to contribute and have their views formally recorded in the minutes.

RW - At the last meeting I brought up about a sign being put up, by our bin sheds and this has not been done.

PB - I will action this - Since the meeting this has now been actioned and a sign has been put up.

8. AOB

CW - The next Resident Consortium is on Thursday 2 July, from 6-8pm in The View Meeting Room 1, Civic Offices (Guildhall Square, PO1 2AL). Our main topic will be fire safety.

How do I join?

- Join us in person at the Civic Offices - meet us at the entrance to the underground car park at the back of the building (staff will be there to let you in from 5.45pm). Need help getting there? Let us know and we can help arrange transport!
- Join online by [using the Teams link](#) at the time of the meeting.

Meeting ID: 311 984 761 539 297

Passcode: hi6i2tJ3

If you have any questions or would like more information, contact us by email: housing.engagement@portsmouthcc.gov.uk or call 023 9283 4835.

MC - Why do you not print double sided to save wasted paper?

CW - I will ensure everything not just the minutes are now printed double sided.

MC - In sept 2025, I asked about the area in Ladywood, there was multiple bags of rubbish for 2 weeks, PB said he would follow this up, I was informed it was material for a new pathway. I then brought it up again January 2026, as nothing had been done, and PB said it will be started in March. It is now June and no works has been started. It has been there nearly a year now.

PB - Chris Humphries should have been out to see you, you are right the path was going to be installed and was going to be done after some works on the block but the dynamics had changed on this, I did follow up and they told me they had been out to see you, so I will find the correspondence and come back to you.

MH - We received new equipment and everything needed to create and plant our flower beds, but they continue to be damaged. There have been witnesses to this behaviour, and the police have been informed.

PB - Jan Thomas is currently looking into this and working to address the issue.

- Official -

VG - We have a magnolia tree in our communal garden, and children have been swinging on it. Could the council consider trimming the lower branches to prevent this, or possibly installing a fence around the base to protect it?

PB - I'll arrange for someone to come out and assess the situation.

Date next meeting - Thursday 2nd July 6-8pm, Hybrid, Civic Offices, The View Room 1

Agenda
Resident Consortium
Thursday 2nd July 2026
6-8pm Hybrid

Please note the meeting is being recorded for the purpose of minute taking only, please speak loudly and clearly when asking any questions.

Any questions will be taken at the end of the presentation.

- 18:00 - 18:50 - Fire Safety
- 18:50 - 19:00 - Neighbourhood Update
- 19:00 - 19:10 - Break
- 19:10 - 19:30 - Regulatory Compliance
- 19:30 - 19:40 - Minutes last meeting
- 19:40 - 20:00- AOB
- 20:00 - Meeting finished.

- Date next meeting - September 3rd 11-1pm

Please note, meeting topics and speakers are subject to change.