

BRIEFING NOTE

20 JULY 2026

PURPOSE OF THE BRIEFING NOTE

To inform the Portfolio Holder for Housing & Planning, the Tenant Panel and all tenants of Tendring District Council of tenant involvement activities undertaken by the housing service in the period of 1st January 2026 to 30th June 2026.

BACKGROUND SUMMARY

Management Team were briefed in July 2023 regarding the pending increased regulatory framework for social housing, notably the Social Housing (Regulation) Act 2023 and the Housing Regulator Consumer Standards which would include a requirement to ensure that tenant voices are heard and that tenant influence is at the heart of the Council's decision making.

In January 2026 Management Team were provided a summary of tenant involvement activities for the intervening period between July 2023 and January 2026 and it was decided to provide to ensure oversight, scrutiny and confidence in our tenant involvement activities that six monthly briefing note updates to be provided to our Tenant Panel, all tenants and the Portfolio Holder for Housing and Planning to ensure that members and the residents have sight of tenant involvement opportunities and to ensure that our improvement journey is accessible.

This briefing note relates to tenant involvement activities for the period of 1st January 2026 to 30th June 2026.

CURRENT POSITION

In 2024 four Tenant Involvement Officer posts were created to ensure that the additional obligations could be met.

In 2025, we strengthened our approach to tenant involvement which included maintaining regular communication with tenants through quarterly Tendring Reports and the Annual Housing Report, alongside quarterly Tenant Panel meetings. Three Tenant Panel subgroups were also created, covering Anti-social Behaviour, Neighbourhoods and Rents, Repairs, and Tenant Satisfaction Measures and Complaints, giving tenant representatives a more structured role in scrutinising policies, procedures, performance data and case studies to help shape service improvement.

We also widened the range of ways tenants could engage, influence and access support. This included adding to and adapting our Customer Involvement Register, producing a Tenant Involvement Action Plan with more than 40 communication and engagement methods, developing a Tenant Involvement Guide and Service Standards for various areas within Housing, we created a new Housing Facebook Page and a Housing Communications Plan.

In 2025 we also continued with our programme of Tenancy Checks which included tenant support referrals and signposting, we continued with our estate walkabouts, sheltered housing residents' meetings, advice and income maximisation drop-ins, community events at Honeycroft and partnership work with the NHS. This work provided the foundation for the more focused programme of tenant involvement activity now being delivered during 2026.

At the beginning of 2026 multiple new avenues of involvement were created and two new Tenant

Involvement joined the team.

During the period of 1st January 2026 to 30th June 2026 key tenant involvement achievements include:

- Two editions of the quarterly newsletters (Tendring Reports) sent to all tenants in March and June.
- Two quarterly Tenant Panel Meetings held in March and June. The Tenant Panel is a consultative decision-making body on all housing policy, strategy management and maintenance issues.
- Tenant Panel subgroups continued to allow tenant representatives to scrutinise housing policies, procedures, data and case studies to help us develop our housing service and influence positive change. The three subgroups have conducted the following meetings:
 - Anti-Social Behaviour, Neighbourhoods and Rents – 5
 - Repairs – 2
 - Tenant Satisfaction Measures and Complaints – 2
- 44 referrals made for tenants to frontline support services.
- 22 tenants signposted to frontline support services.
- 16 Sheltered Housing Residents Meetings held.
- 2 Essex Police Fraud and Scam Awareness talks held across various Sheltered Housing Schemes.
- 9 The Bill Clinic talks held across various Sheltered Housing Schemes.
- 12 Estate Walkabouts attended by 7 tenants which involved small groups of staff and tenants visiting the exterior and communal grounds of our estates to collaborate and discuss how any issues can be tackled.
- 204 tenants were visited in their homes to complete their Tenancy Check to ensure tenants are safe and secure in their homes and to discuss their opportunities to be involved in the delivery of the housing service. This brings our running total to 1509 Tenancy Checks completed, meaning we have visited 53.5% of our tenants.
- 17 drop-in surgeries held across the district and 24 tenants attended.
- 11 income maximisation visits were undertaken.
- 46 income maximisation telephone reviews were completed.
- 7 tenants attended our income maximisation drop-ins.
- We consulted with all our tenants and leaseholders on the Customer Involvement Register to record their updated preferences for Involvement, giving them the opportunity to be involved in a way that suits their needs.
- Tenant feedback from the annual Tenant Satisfaction Survey (2024/25) led to an Action Plan

being created to identify and tackle key areas for improvement, to be published later this year.

- Updated our Tenant Involvement Action Plan detailing over 40 methods of communicating or engaging with tenants.
- Continue to promote our Housing Services via our Housing Facebook Page.
- Shared our Housing Communications Plan with our Tenant Panel members.
- Implemented a range of new housing policies.
- Created a new Tenant Reading Group, giving tenants that chance to review and scrutinise housing policies from home and send in their feedback. The group has since reviewed three new policies and two revisions.
- Created two new Service Assessor Groups, one focusing on Diverse Needs and another on Inspecting Voids before letting.
 - The Diverse Needs group reviews our documents and website content ensuring it is accessible for everyone to use.
 - The Void Inspectors have inspected three of our void properties before works and being relet let.
- Drafted a plan to recruit Block Champions to give tenants the opportunity to inspect and scrutinise their block.
- Planned our first large scale Community Event since 2018, Housing Fun Day at Rush Green Recreational Ground on Wednesday 29th July 2026.
- Created a 'You said, we listened' website page, where we feature tenant feedback, positive changes and update ways that we learn and improve.
- Created a page on the website to feature 2025 achievements and to inform tenants of way to be involved in the service.
- Took unfiltered feedback captured during Tenancy Checks and created a report to help us target where engagement needs to be refined with our tenants.
- Consulted with all tenants who receive communal cleaning in their block and the service they receive and developed an action plan based on the findings.
- Consulted with all Sheltered Housing tenants about their communal cleaning services they receive and developed an action plan based on the findings.

The next six months of 2026 will see a further expansion of the tenant involvement opportunities including:

- Host our first large scale Community Event in eight years.
- Go live and begin recruiting our Block Champions.
- Host a networking event for residents to get to know their council services.

- Continuing Estate Walkabout, Housing Drop-in surgeries and Tenancy Check programme.
- Continuing Essex Police Fraud and Scam awareness talk across remaining schemes.
- Continuing to update 'You said, we listened' webpage from tenant feedback and development.
- Continue developing new established groups such as Diverse Needs, Void Inspectors and Reading Group.
- Continue to feedback Involvement activity development to our main consultative body, the Tenant Panel.
- Finalise our new Tenant Handbook and Sheltered Housing Handbooks.
- Go live with our new tenancy introduction video.

PROPOSAL

- To inform the Portfolio Holder for Housing & Planning, our Tenant Panel and all tenants of tenant involvement activities for the period of 1st January 2026 to 30 June 2026 undertaken by the housing service.

DELIVERING CORPORATE PRIORITIES

Tenant involvement work contributes to the priorities in the Corporate Plan for:

- Pride in our area and services to residents.
- Raising aspirations and creating opportunities.
- Championing our local environment.
- Working with partners to improve quality of life.

KEY GOVERNANCE ISSUES AND/OR DIRECT LINKS TO OTHER MATTERS

The actions undertaken link to the Tenants Satisfaction Survey Results 2025/26.
The actions link to the obligations within the Social Housing (Regulation) Act 2023 and the Housing Regulator Consumer Standards.

OUTCOME OF CONSULTATION AND ENGAGEMENT

Outcomes to be reported to the Council's Tenant Panel, all tenants and to Portfolio Holder for Housing & Planning.

FINANCE, RESOURCES & CAPACITY IMPLICATIONS

Finance: All activities are funded from within existing HRA budgets.

Other resources (e.g. external parties): N/A

TDC Capacity: No capacity issues.	
LEGAL DUTIES, POWERS & RESTRICTIONS (EXISTING, NEW RESPONSIBILITIES OR EMERGING)	
Compliance with Social Housing (Regulation) Act 2023 and Consumer Standards Code of Practice.	
ASSOCIATED RISKS AND MITIGATION	
Failure to comply with the Social Housing (Regulation) Act 2023 and Consumer Standards Code of Practice could result in enforcement steps being taken by the Regulator of Social Housing.	
NEXT STEPS & MILESTONES	
• For these briefing notes to be provided to the Portfolio Holder for Housing and Planning, the Tenant Panel and all tenants every six months to ensure that members and the residents have sight of tenant involvement opportunities and to ensure that our improvement journey is accessible. • Host our first large scale Community Event in eight years. • Go live and begin recruiting Block Champions • Host a networking event for residents to get to know their council services • Finalise our new Tenant Handbook and Sheltered Housing Handbooks. • Go live with our new tenancy introduction video.	
APPENDICES	
Tenants Unfiltered Voice Report.	

REPORT CONTACT OFFICER(S)	
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