

City of London Corporation Committee Report

Committee: Housing Management and Almshouses Sub-Committee	Dated: 21/10/2025
Subject: Housing Resident Voice Group	Public report: For Information
This proposal: <ul style="list-style-type: none">• delivers Corporate Plan 2024-29 outcomes	Diverse, Engaged Communities; Providing Excellent Services
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of:	Judith Finlay, Executive Director of Community and Children's Services
Report author:	Helen Chantry, Head of Housing Management

Summary

In line with a key commitment set out in the City of London Corporation's Housing Strategy 2024-29, the Housing Service is launching a new Resident Voice Group to strengthen resident involvement and drive service improvement. This group will serve as our primary strategic resident engagement forum, providing residents with a direct and formal link to this Sub-Committee.

Comprising five tenants and two homeowners, the group will meet quarterly to review performance, scrutinise core services, and help shape strategic objectives.

Recruitment is nearing completion following a successful campaign that attracted eighteen expressions of interest, with the first meeting scheduled for October 2025.

Recommendation

Members are asked to: Note the report

Main Report

Background

1. Resident involvement is a key priority for the Housing Service, and the Resident Voice Group is being established to provide a formal, structured platform for residents to contribute to service scrutiny and improvement. The initiative builds on previous engagement efforts and responds to feedback from residents seeking greater involvement in decision-making, as demonstrated during the consultations carried out when developing our Resident Involvement Strategy.
2. The creation of a strategic resident group with a direct connection to elected Members was a key pledge in our Housing Strategy 2024-29. It reflects our ambition to embed resident involvement at the heart of service delivery and governance.
3. The Resident Voice Group is also a cornerstone of our new Resident Involvement Strategy 2025-29, which aims to ensure that residents are empowered to influence decisions, hold us to account and shape the future of housing services delivered by the City of London Corporation.

Current Position

4. Resident Voice will have seven resident members, made up of five tenants and two homeowners. This balance reflects the proportion of tenanted and privately owned homes under our management. We aim to attract interest from across various estates across our housing portfolio to ensure good representation.
5. The group will:
 - a. Review housing performance and compliance data
 - b. Scrutinise services such as repairs, estate services, customer service and compliance
 - c. Invite staff and contractors to discuss service areas and their performance
 - d. Set strategic aims and objectives with the Housing team
6. A recruitment campaign started in early September 2025, inviting residents to submit expressions of interest to join Resident Voice. This was publicised in our online newsletter, by posters on estates, and flyers posted through doors.

7. We received expressions of interest from eighteen residents, with applicants from a wide range of estates both within and outside the Square Mile, including general needs tenants, homeowners and sheltered housing residents.
8. At the time of writing, a selection process is underway, and the final panel will have been appointed and held an initial meeting by the date of this Sub-Committee.
9. It is intended that Resident Voice will meet quarterly, in person on weekday evenings, with an option to join online. As the group becomes established, meetings may initially be held more frequently to support its development, before transitioning to a regular quarterly schedule.
10. Full training will be provided to Resident Voice members to help them in their roles and empower them to effectively hold the Housing Service to account. This training will be discussed with the group at the first meeting and will be delivered by an external provider.
11. Incentives are offered to group members in accordance with our department Reward and Recognition Policy, such as shopping vouchers. In order to reduce barriers to participation, we will also pay travel and childcare expenses.
12. The group will be jointly chaired by a resident (elected by the group) and the Director of Housing. The resident chair will act as a key point of liaison between the Resident Voice Group and the Chairman and Deputy Chairman of the Housing Management and Almshouses Sub-Committee, helping to ensure that resident perspectives are reflected in strategic discussions.

Corporate & Strategic Implications

Strategic implications: Establishing the Resident Voice Group was a commitment made in the Housing Strategy 2024-29 and supports the overarching priority of 'engaging and listening to residents'.

The group also forms a key part of the work we plan to deliver to strengthen resident influence as set out in the Housing Resident Involvement Strategy 2025-29; it will support achievement of the five aims in that document.

Financial implications – none.

Resource implications – none.

Legal implications – none.

Risk implications – none.

Equalities implications – The establishment of the Resident Voice Group will support the City of London Corporation in meeting its obligations under the Public Sector Equality Duty, as set out in Section 149 of the Equality Act 2010. By creating a structured and inclusive

forum for resident engagement, the Corporation is actively promoting equality of opportunity and fostering good relations between individuals with different protected characteristics.

The group will provide a platform for diverse resident voices to influence service delivery and policy, helping to identify and address any disparities in housing services. Through inclusive recruitment, accessible meeting formats, and support for participation, the Resident Voice Group will contribute to a more representative and equitable approach to housing governance.

Climate implications – none.

Security implications – none.

Conclusion

13. The establishment of the Resident Voice Group represents a significant advancement in the Housing Service's approach to resident involvement. As a key commitment within the Housing Strategy 2024–29, the group will serve as a structured and strategic forum through which residents can actively contribute to the scrutiny of housing services and the development of policy.
14. Crucially, it will provide a formal mechanism for resident input directly linked to the Housing Management and Almshouses Sub-Committee, enhancing transparency, accountability, and collaborative decision-making. Updates on the group's progress and impact will be shared with Committee on a regular basis.

Appendices

- Resident Voice Group Flyer

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