

City of London Corporation Committee Report

Committee(s): Housing Management and Almshouses Sub-Committee	Dated: 27/01/2026
Subject: Resident Voice Group Update	Public report: For Information
This proposal: <ul style="list-style-type: none">• delivers Corporate Plan 2024-29 outcomes• provides statutory duties	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:	Sam Bedford, Resident Involvement Manager

Summary

The purpose of this report is to update Members on the progress of the Resident Voice Group, developed as part of our Resident Involvement Strategy 2025-29 to bring us in line with the expectations of the Regulator for Social Housing in terms of tenant involvement in scrutiny and governance.

Recommendation(s)

Members are asked to:

- Note the report.
- Support the work of the Resident Involvement Group and their engagement with this committee.

Main Report

Background

1. As part of the Resident Involvement Strategy 2025-29, approved by Community and Children's Services Committee in September 2025, we committed to developing a Resident Voice Group to provide resident led scrutiny of our services and performance at a strategic level, with direct input into our governance structures. This will bring us in line with expectations of the Social Housing Regulator in terms of tenant involvement in our strategic scrutiny processes and governance structures. The group will be able to choose which areas of the service they scrutinise, and how they want to go about it, with support from City of London officers. We will also support members of the group with relevant training where appropriate or requested.
2. We ran an application and selection process, whereby we asked all residents interested in being part of the group to send us their details and up to 250 words detailing their experience and why they would like to join the group. As part of the process, we provided an overview of what the group is likely to entail in terms of both content and commitment, as well as the support that would be on offer. From the 18 applications we received, we selected 7 residents to take part, 2 leaseholders and 5 tenants from across our estates.
3. The first meeting of the Resident Voice Group was held on 22 October 2025 in the Guildhall, North Wing. Members reviewed and agreed a Terms of Reference and Code of Conduct for the group. We provided members with our Performance Reporting Dashboard and our up-to-date Complaints Data Report to give them an introduction into where service levels and performance are. We also had a wide-ranging discussion about the role of the Resident Voice Group, what topics it could cover and how it could go about delivering good quality scrutiny and influence over our service delivery. Residents and officers felt the meeting was a positive start and are looking forward to working together to improve our services.
4. It should be noted that the focus of the Resident Voice Group is to look across all of our estates and all of our services and that members are not representatives of their estate as such, but instead there to offer an independent resident perspective on the areas they wish to scrutinise and investigate. This ensures we meet our regulatory requirements, but also that the work of the group does not overlap with individual estate resident associations, or other forms of resident involvement and consultation.

Current Position

5. The second Resident Voice meeting took place 2 December where the real work of resident scrutiny of our services began. The agenda and notes of the meeting are attached at Appendix 1.
6. In discussion with officers, resident members selected repairs as the first key topic the group wanted to look at. As a result, Beverley Andrews, Head of

Repairs, and Subhash Patel, Repairs Contract Manager, attended to present information on the way the Repairs service functions and hear and discuss residents' concerns and feedback. They also requested a brief overview of the whole Housing division and the services it delivers, including how and by who.

7. Regular updates on the work of the Resident Voice Group will be brought to this committee via reports and updates from the resident members to ensure that Members are up to date with the group's work and ensure that resident influence is feeding directly into the City of London's governance structure, as per the new regulatory guidelines.

Financial implications - none

Resource implications - none

Legal implications – Expectation of the Regulator for Social Housing is for social landlords to have a group like this to ensure resident influence directly feeds into our governance structure. Failure to do so could result in a potential fine.

Risk implications - none.

Equalities implications – none

Climate implications - none

Security implications - none

Conclusion

8. The Resident Voice Group is underway after a good application process and two good meetings. This committee will receive regular updates from the resident members directly so Members can be up to date with the work of the group, and to ensure we meet the new regulatory requirements for direct resident influence into our governance structure.

Appendices

- Appendix 1 – Notes and agenda of meeting held 2 December 2025

Background Papers

Resident Involvement Strategy 2025-29

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