

COMMUNITY VOICE MINUTES
Held at 1pm on Tuesday 14th April 2026
The Arc, blended style (face to face & via MS Teams)



Present:

Community Voice Members: Jill Milner (Chair), Tami Reeve (Vice-Chair), Keith Lumbers, Sue Hickling, Marianne Sonksen, Tima Obo-Omair, Charmaine Mande, Ron Weller, Jim Newcombe, Judith Tomlinson, Paul Pearson and Trevor Davey.

Ongo Staff: Wendy Wolfe, Steve Hepworth, Jo Sugden, Maureen Mathieson, Steve Ellard, Erica Sanderson, Kevin Hornsby, Becky Johns, Josh Harris, Martin Phillips, Melissa Cooper and Sharon Wright.

Also in attendance: Toni-Anne Deas (observer).

1. Welcome, Apologies and Housekeeping

Jill welcomed everyone to the meeting and introductions were given. Apologies were received from Rhiannon Jeans, Stewart Pearson, Tracey Bain, Harry Jackson, Jordan Barr and Sharon Bernard Earnshaw. Members were reminded not to raise personal issues during the meeting. If they had previously reported an issue but hadn't received an update, they were encouraged to add it to the enquiry log.

2. Minutes & Actions from Previous Meeting

Eric and Tami proposed, and seconded, that the minutes of the February meeting were an accurate record.

- Wendy provided an update on actions from the previous meeting.
 - The recharge policy was emailed to members asking them to provide feedback.
 - The social value co-ordinator liaised with the member regarding equipment for Myos House, and an update was provided.
 - The social value co-ordinator has been invited to the meeting today to provide an update.
 - A meeting took place to discuss Tpas accreditation.
 - An agenda item on Carbon Neutral homes and Westcliffe has been added to today's agenda.
 - Promotion of the Ongo awards has been included for future editions of Key News.

3. Board Observers

Meetings taking place in person or via Microsoft Teams:

- Ongo Homes Board on 20th May 2026, Board room, Ongo House at 1:30 pm.
- Customer Focus Committee on 13th May 2026, The Arc at 1:00 pm.
- Ongo Communities Board on 1st July 2026, Board Room, Ongo House at 9:30am.

Three CV members can attend either, or all the above meetings. Names interested to please inform the customer engagement team.

4. Election of Chair & Vice Chair - Wendy

Wendy explained that Jill is stepping down as Chair of Community Voice but will remain as a member and thanked her for the work / commitment she had given during her time as the chair.

Members had previously been invited to submit nominations for the roles of Chair and Vice Chair, and nominations had been received from Tami and Rhiannon. Wendy outlined

the voting process and explained that in Rhiannon's absence Wendy has received a statement for her that will be read out. Tami was asked to leave the room to allow members to discuss the nominations. Tami and Wendy (on behalf of Rhianon), each gave a statement outlining the candidates' suitability for the role of Chair, highlighting relevant experience. Members then voted with those on teams, emailing their vote direct to Wendy, these were counted and verified by the previous Chair. Rhiannon was successfully elected as Chair, and Tami elected as Vice Chair. As Rhiannon was not present, Tami took over chairing the remainder of the meeting.

5. Executive Update – Kevin Hornsby

Kevin congratulated the new Chair and Vice Chair and thanked Jill for her contribution. He reported that the organisation has had a successful year, with significant work undertaken to improve repairs and voids performance. Customer satisfaction has increased to 79.4%, and improvements to Ongo House, including the Cole Street move, have been positive. An event was held to celebrate the move with over 100 colleagues, clients, partners, and the local MP in attendance. He also noted the success of the Disruptive Innovators programme, particularly around sport-related initiatives.

Kevin advised that arrangements will be made to consult with members on the pet's policy which is due for a full review. He also shared that as part of growth plans; 44 homes have been added through a mix of acquisitions and new builds. Steve welcomed the improved satisfaction figures, and Kevin confirmed that repairs services will remain a key priority for the organisation, with continued focus on making further improvements.

A member mentioned that contractors are leaving rubbish in the area after completing work which may have a negative impact on the customer satisfaction scores. Kevin responded that contract managers are responsible for reviewing feedback and addressing any issues and encouraged members to raise any concerns they may have. Steve added that, whereas contractors were not previously held to the same standards as staff, they are now expected to meet the same standards. He also noted that contractor work is now subject to customer surveys, which should support ongoing service improvements.

A member raised an issue with reporting shower repairs via the app, noting that she was unable to log this. This had previously been looked into and was found to be working however, Kevin agreed to investigate and ensure it is working correctly.
ACTION: Kevin to investigate.

Members reported positive experiences with work that had been completed. A member shared positive feedback to Becky, noting that they had received a call back in under 30 minutes. Another member commented that a recently fitted shower was completed to a high standard, with workers carrying out an excellent job under difficult circumstances.

6. RSH Consumer Standards consultation update – Becky Johns

Becky provided an update on progress with the self-assessment process. Feedback had previously been obtained from the focus group meeting with Community Voice members and tenants to help shape processes and improvement plans, based on the four regulatory

standards. Consultation methods included a complaints panel, an additional CV workshop, and the website, although the website received only a small number of responses. It was noted that future consultations may benefit from more direct engagement methods. Overall, the feedback received was balanced and is now being used to develop actions and form an improvement plan with relevant teams.

Becky outlined the next steps, confirming that feedback will be included in a formal report to be presented to the Customer Focus Group on 13 May, before being submitted to the Board for final approval. Becky explained that actions will be tracked through a new forum led by Kevin. It was also highlighted that improvements will be clearly communicated through more frequent “You said, we are doing” updates. Becky thanked everyone who contributed, emphasising that tenant feedback has directly shaped the proposed improvements.

7. Aids & Adaptations Scrutiny Review

Tami explained that the scrutiny subgroup have completed their review on the Aids & Adaptations process. During the review key discussions focused on policy review and improving understanding of the process for customers. Recommendations from the review include developing a guidance document to support clarity and consistency. The final report will be submitted to Customer Focus Committee for approval. John Hughes (Head of Assets & Sustainability) supported the work and was noted as being very passionate about the subject area. Tami explained the main aim is to ensure customers have a clearer understanding of the Aids & Adaptations process.

Wendy noted that John, along with other staff, participated in a focus group to allow members to ask questions and provide input. Feedback from this informed the development of the group’s formal recommendations.

Members discussed aids and adaptations and asked who is responsible for providing and approving them. It was explained that the Council has a legal duty to assess need and decide eligibility for support, including any financial contribution. This process is separate from Ongo. Where the Council agrees to fund the work, it manages the application, assessment and funding. However, as the landlord, Ongo’s permission is still required before any adaptations can be carried out.

Members noted that residents are usually directed to contact the Council first, even for minor adaptations such as grab rails, which can make the process feel overly complicated for simple requests. Becky explained that correct installation is important and often requires input from an occupational therapist, which can add to the complexity. Tami added that this issue had already been considered as part of the scrutiny report. A member asked whether an in-house occupational therapy service could be introduced. Concerns were also raised about how difficult it is to find information on aids and adaptations on the website. Wendy confirmed this had been highlighted in the report, including the need to improve and expand the information available in the policy.

A member asked about the priorities of the scrutiny panel, and Wendy explained that these are shaped by ongoing work programmes, with timescales agreed accordingly.

8. Future Scrutiny Reviews – Erica Sanderson

Erica explained there will be some topics to suggest for future scrutiny reviews from the work being carried out on the assurance framework which is due to be looked at in May time. This is where resident scrutiny plays a key role, helping to provide evidence to both the Board and Regulators that requirements are being met. Going forward, further work will focus on identifying areas for investigation, and members were invited to suggest topics for scrutiny.

Mo noted that when topics were brought to Community Voice last year, aids and adaptations and domestic abuse were raised. It was suggested that four areas could be planned for scrutiny over the coming year to include domestic violence. Mo also advised that a focus group with the internal auditors is scheduled for May, providing members with an opportunity to discuss the internal audit plan. Erica added that the organisation uses an Assurance Map to identify areas of strong assurance, where further assurance may be needed, and where there are gaps, to help inform future scrutiny priorities.

Members suggested several areas for review, including domestic abuse, customer engagement, access to information, value for money (potentially alongside corporate social responsibility), tenant sustainment, and the management of evictions. These were recognised as important issues for tenants. A member expressed concern that previous priorities had been overtaken by legal requirements, which they felt did not fully reflect tenants' views, and stressed the importance of ensuring tenant voice remains central. Erica confirmed that there may be occasions when situations happen that could delay doing a review and the reasons would be explained at the time, however they do try to minimise this as much as possible. Members agreed that Domestic Abuse should be the focus for the next scrutiny review, working with the existing core group of members.

ACTION: Arrangements will be made to hold the first meeting with the subgroup.

Mo also asked members for their thoughts on if they feel a scrutiny panel should continue as a separate group, instead of a subgroup from Community Voice. A member felt this could help broaden tenant engagement, and Wendy supported this, suggesting targeted recruitment from the wider community and not just from members of Community Voice. Wendy added that in May the scrutiny group will focus on audit and risk and confirmed that the new internal auditors have been appointed. Members agreed to form a separate panel, and a new term of reference would need to be developed. **ACTION:** Customer Engagement to plan promotion for this group.

9. New Developments update – Martin Phillips

Martin provided a presentation on new developments for 2025 / 2026. Martin noted that 112 homes had been started with 189 completed, with delivery across five local authority areas and a range of tenancies including social rent, affordable rent, rent to buy and shared ownership. Work continues in partnership with multiple local authorities across the region which demonstrates a steady growth and a broad geographic reach.

449 homes were completed, with most for rent, alongside a mix of property types and some accessible and energy-efficient homes. Customer satisfaction remained high at

98%, and the organisation continues to deliver across a range of tenures. Ongo was also successful in winning the Best Small Social Housing Development 2025 award.

Members asked how land is sourced, and it was explained that land is acquired through local authorities and awareness of private vendors.

A member asked about bungalows, and it was confirmed that provision has increased, with 26% of homes being bungalows or ground-floor accommodation, including wheelchair-accessible properties on the newer developments.

Another member asked about the role of the Social Housing Regulator and government priorities. Martin explained that the previous emphasis on home ownership has shifted, with current policy now favouring social rent.

A member asked about carbon neutral, and it was noted that the Future Homes Standard will become mandatory from 1 April 2028 for all new homes.

A member queried the impact of development on the local infrastructure such as schools, healthcare and parking. Martin clarified that responsibility for infrastructure planning sits with local authorities, supported by planning gain contributions, while housing delivery meets identified need.

A member raised concerns about the appearance and upkeep of frontages, suggesting Ongo adopt the land to maintain standards. It was noted this would incur a service charge, and that neighbourhood officers are monitoring areas while residents are expected to maintain their homes.

A member asked whether larger plots attract higher rent. It was clarified that rents are based on property size (e.g. number of bedrooms), not land size.

A member also asked about the percentage of larger homes and bungalows; it was confirmed these remain a small percentage, reflecting housing needs data provided by local authorities, which also influence funding and land decisions.

10. Social Value – Josh Harris

Josh gave an overview of the current social value projects that have been completed using funding from contractors:

- **Mathews and Tannert** – Taken on 2 x Apprentices
- **Ellgia** – 2 x Apprentices and 5 x Full time staff
- **Bagnalls** – donated over £350 worth of paint to the improving lives project
- **DJ Cleaning** – Clearing area of weeds, debris and waste behind Riddings shops as regular walking areas owned by Ongo.
- **Dedicated legal advice phone line**
- **DS Projects** – £500
- **Roy Nicholson** - £300
- **AJ Windows** - £250
- **Empower You course** – more donations made for this.

- **Ellis Cleaning** - £350
- **SureServe** - £350
- **Remote Access Project** (Ongo Communities) to provide laptops for learning, Wilkin Chapman (10 Laptops), Sure Serve (3 laptops), McIntyre (5 laptops)

Josh explained that the Social Value Foundations and framework will now be based on four core initiatives: Core 1, Wish Wall, where contractors can access a webpage to choose projects; Core 2, Environment and Sustainability, focusing on environmental improvement projects; Core 3, Employment and Social, focusing on creating local jobs and apprenticeships; and Core 4, Supply Chain and Economic Gains, focusing on financial or in-kind contributions to support Ongo social value projects, typically between 1% and 3% of the contract value.

For example, a large project, such as an extension to the Viking Centre, would be delivered by working with suppliers, e.g. roofers and kitchen fitters. A more efficient approach will involve contacting around 10 suppliers each month. Under the procurement process, new expectations will require suppliers to show how they support one of the four core values and meet agreed social value requirements. Josh left some forms asking members to put forward ideas and suggestions, which can then be brought to the next meeting.

A member asked if figures could be provided for the Social Value totals for 2025/2026 year. **ACTION:** Attach set of figures with the minutes.

A member thanked Josh for his support with the Myos house project.

11. Customer Engagement Activity Update – Tenant Reps

CV Focus Group – Jill explained that Becky had covered this earlier. It was a good group with lots of participation; all different sections were analysed and discussed. Members were able to read through them and make contributions that were acted upon.

Tenant Inspectors – Wendy explained that information on Tenant Inspectors is included in the performance report. All actions have been completed, with the main themes identified as fly-tipping and hedge cutting; however, hedge cutting is currently limited due to nesting season. The mystery shopping exercise on the customer contact centre has been undertaken, covering home ownership enquiries and contact with the income team.

Residents Building Safety – An update was given at the last meeting on the digital compliance system which is used to help focus attention on priorities. Figures were presented on asbestos and electrical compliance, including electrical inspections. Engagement sessions are being planned to encourage tenant participation. Attendance is also planned at community events, including the carnival, alongside compliance activities to help raise awareness of building safety.

Complaints Panel Impact Assessment – The panel completed its annual impact assessment, including a SWOT analysis, involving both tenant members and staff. An action plan has been produced and will be reviewed after six months. Recruitment of new members was identified as a key priority, with a focus on attracting

representatives from currently underrepresented regions, including rural areas, to broaden engagement and interest.

Customer Focus Committee – A review of the Customer Focus Committee was carried out following its first year of operation, considering how meetings have been running. This included an annual assessment and changes in membership. It was noted that a Board member has stepped down and recruitment of a replacement is being explored. While the committee is in a period of transition, it was confirmed that compliance continues to be maintained and tenant voice remains central. It was also noted that feedback and suggestions from members are consistently well received by Ongo, and that the Ongo model is regarded as good practice and is used as a template by other organisations.

Joint meeting (Property Services Panel & Procurement panel) – A joint meeting took place to seek tenant feedback on wall panels in bathrooms as a replacement for old, worn or damaged tiles. Questions were raised about cost, damp, and durability. A trial is planned and, subject to feedback, preferred colours and styles will be selected before progressing to procurement. Members were informed that the wall panels would be installed when bathrooms are replaced. The group also had the opportunity to view sample products and were pleased with the quality.

12. Customer Engagement Update - Wendy Wolfe

Wendy explained that the full report had been included in the meeting papers and this included updates on the work several groups had been involved in.

Additional Projects and meetings taking place are:

- TPAS – The consultant has selected individuals to speak with, and meetings are taking place via telephone or Microsoft Teams. Staff will also be interviewed, and a staff survey will be issued. The consultant will observe the next CFC meeting.

Wendy explained the membership for Tpas and support available to organisations and tenants. The membership is due for renewal and as part of the process, members were asked whether they consent to their email addresses being shared with TPAS so they can receive information directly. All members agreed to this. The TPAS conference will take place on 14th and 15th July, with four places available. The Chair and Vice-Chair will be offered places first, with additional places offered to those on the reserve list from last year.

- Customer Engagement are working with Neighbourhood Services in rural areas, to engage with tenants and promote customer engagement opportunities, recruiting new members to join some of the groups and improve the representation.
- Ollie and Melissa will be working on profiling data to identify areas of low representation on our groups and plan drop-in sessions in those areas.
- Plans are being made for the Carnival which is taking place on 5th August at Manor Park in Scunthorpe.
- Customer Engagement have been shortlisted for the Aico Community awards following the success of the carnival, staff will be attending along with a large number of organisations.

13. Future Agenda item / Focus group idea – Tami

The Chair reminded members that a meeting schedule is in place for the year. It was confirmed that the next Community Voice Focus Group meeting will include attendance from internal auditors.

14. Any Other Business, including Reflection on Meeting

A member asked about the carbon neutral homes, specifically how families have settled in and whether they are finding the homes easy to use. Martin noted that findings are currently inconclusive. A report has been commissioned from Switcher, which will be brought to a future meeting. There are eight properties in total, and the consultant needs access to all of them to ensure the findings are statistically viable. However, access has been limited so far, with only four properties visited.

15. Date and time of next meeting

- Focus Group Meeting: Monday 18th May 2026, 1:30pm – 3:30pm.