Lincs RURAL HOUSING ASSOCIATION

Notes from Resident Focus Group Meeting
Held on 21 January 2026 at 1 p.m. at Lincolnshire Rural housing Association

Group Members Present:

[redacted]	**Chair**
[redacted]	**Group Member**
[redacted]	**Group Member**

In Attendance:

Rachael Fullwood (CE)	**Chief Executive**
Andy Haime (HO)	**Head of Operations**
Katie Taylor (REM)	**Resident Engagement Manager**
Samantha Jarvis (REA)	**Resident Engagement Assistant**

LRHA 26.01.1 APOLOGIES

[redacted]	**Group Member**
[redacted]	**Group Member**
[redacted]	**Group Member**
Keyleigh Fountain (HRO)	**Housing Repairs Officer**

QUOROM

1. As per the Resident Focus Group's Terms of Reference, a quorum will consist of at least five members comprised of residents and LRHA staff/board members. A quorum was present at this meeting.

INTRODUCTION

1. All attending staff and group members introduced themselves.

LRHA 26.01.2 NOTES FROM PREVIOUS MEETING

1. The notes of the previous meeting held on 26 November 2025 were approved.

LRHA 26.01.3 REVIEW ACTIONS FROM PREVIOUS MEETINGS (S)

1. There were twelve items on the action log; five items had been completed prior to the meeting, and the remaining seven items were discussed and completed during the meeting.

2. The group members confirmed that the group should have a maximum of 6 residents.

3. **ACTION – REM: Contact Acuity to see if we could use an advocate/buddy system to support residents & ask what they advise to drive up participation.** (21/01/26)

4. **ACTION – REM: Provide an overview/chart of tenant retention (10-year period), local connection criteria and allocation procedures/restrictions** (21/01/26)

5. **ACTION – HO: Provide a summary of the issues noted around grounds maintenance and the actions taken so far to improve satisfaction.** (21/01/26)

6. **ACTION – HO: Provide a summary of Damp and Mould; Collate examples, categories, actions/outcomes, LRHA's approach, Awaab's Law and explanation of stages 1, 2 and 3.** (21/01/26)

7. **ACTION – HO/PMO: Advise if moss on roofs and/or in guttering is checked during a mould inspection and if not, assess if it should be included in the procedure.** (21/01/26)

8. **ACTION – RET/CS: Damp and Mould; Circulate a reminder to residents detailing the risks to health and importance of reporting it.** (21/01/26)

9. **ACTION – HO: Ensure that all contractors show ID to residents and devise and share service standards.** (21/01/26)

10. **ACTION – HRO/OS: Going forward advise residents when a job is issued to a contractor and inform them of who will be carrying out the repair and if they will be contacting the resident directly or via LRHA to schedule appointments.** (21/01/26)

11. **ACTION – HRO/OS: Ensure that a survey is sent out to every resident who has a repair.** (21/01/26)

12. **ACTION – RET: Put together a collection of links to relevant regulations, Consumer standards and code of conduct for the group members to review if they would like to.** (21/01/26)

LRHA 26.01.4 TERMS OF REFERENCE

1. Discussion Points / Questions:

2. [redacted] advised that she found the Terms of Reference very longwinded.

3. **ACTION – CEO/REM: Condense the terms of reference and distribute to all group members for review prior to the next meeting.** (21/01/26)

LRHA 26.01.5 ARMCHAIR UPDATE

1. Discussion Points / Questions:

2. REA gave a brief overview of the Armchair panel and advised which policies will be sent out to the armchair panel.

LRHA 26.01.6 SUPPORT AND TRAINING FOR RESIDENTS

1. Discussion Points / Questions:

2. REM advised that LRHA is subscribed to Tenant Participation Advisory Service (TPAS) who may be able to provide training. [redacted] advised that she is finding it difficult to decide on training without knowing what training is available. HO advised that TPAS training can be a bit general. CEO suggested that REM reviews available training for the group.

3. HO suggested an induction into LRHA and its structure and hierarchy. [redacted] confirmed that would be beneficial. HO advised it could be done via teams or in person prior to the next meeting.

4. **Action – CEO/REM: Assess suitability of available TPAS training.** (21/01/26)

5. **ACTION- RET: Provide the group with an overview of LRHA, its structure and hierarchy.** (21/01/26)

LRHA 26.01.7 INFORMATION RECEIVED VIA THE Tenant Satisfaction Measures

1. Discussion Points / Questions:

2. REM advised that she reviews the information from Acuity with a specific focus on those who have selected a neutral answer.

3. [redacted] asked if it is possible to remove the option of a neutral response in the TSM survey. REM advised that this is not possible as the government dictate the questions and options. [redacted] asked why neutral answers are a specific focus. CEO advised that this is because this kind of response does not help LRHA recognise good service or improve areas.

LRHA 26.01.8 PROGRESS REPORT ON THE BIG DOOR KNOCK

1. Discussion Points / Questions:

2. REA gave an update on the progress of The Big Door Knock.

3. HO confirmed that during the Big Door Knock LRHA also test and check smoke alarms.

4. [redacted] asked if the number of properties with mould identified is considered high in comparison to other providers. HO explained that this information is not generally broadcasted so it is difficult to know however he is attending an Asset Manager's group in February so is hoping to get more information then.

5. [redacted] asked if most of the mould identified has been treated now. HO advised that all cases have been dealt with due to the timescales for Awaab's Law.

6. HO advised that it is interesting to see how many people have completed their own repairs. [redacted] agreed and advised he completes his own.

7. REM gave background to the safeguarding concerns identified.

8. CEO advised that a lot of work has been produced from The Big Door Knock but advised that it has plugged a lot of gaps in data. She added that the 59 cases of mould logged range from spotting in some silicone to a severe case. [redacted] advised that he wasn't aware that minor mould (like in silicone) should be reported to LRHA. CEO advised that it doesn't necessarily mean that LRHA will take action on it. REM reiterated that LRHA try to give as much support as possible to residents whilst on site.

9. **Action – HO: Prepare a comparison for the group on the frequency of mould for other providers following the Asset Manager's group meeting in February.** (21/01/26)

LRHA 26.01.9 ANY OTHER BUSINESS

Discussion Points

1. [redacted] advised that she thinks it would be beneficial to observe another committee meeting to get a greater insight. [redacted] confirmed he would be interested in this. CEO advised that meeting are generally over Teams and this is something that may be able to be arranged. All members present confirmed that they have access to Teams. HO suggested they attend an Operations committee or Audit committee meeting.

2. CEO advised that she has written a digitalisation strategy with accompanying survey to assess how digitally aware/experienced our residents are. CEO distributed a copy of the draft survey for the group's feedback. CEO gave some background on the strategy and why this survey is needed. [redacted] advised that older residents may struggle with digitalisation. CEO confirmed that this survey is designed to find those residents who would benefit from additional support.

3. The group proceeded to review the survey;
    a. Question 1 – all members agreed to this question.

    b. Question 2 – Revised to - Do you have any vision or hearing impairments that makes using smart phones, tablets or computers difficult?

    c. Question 3 – all members agreed to this question.

    d. Question 4 – all members agreed to this question.

    e. Question 5 – All members agreed to this question.

    f. Question 6 - All members agreed to this question.

g. Question 7 – All members agreed to this question.

h. Question 8 – All members agreed to this question. CEO explained that LRHA will always maintain an option for face to face and direct contact. [redacted] admitted that this had been a concern.

i. Question 9 – All members agreed to this question.

j. Question 10 – All members agreed to this question.

k. Question 11 – All members agreed to this question.

l. Question 12 - Revised to- Would you like help to use online services?

m. Question 13 – All members agreed to this question

n. Question 14 - All members agreed to this question.

o. Question 15 – Revised to - Do you need anything special to help you use online services?

p. Question 16 – All members agreed to this question.

4. [redacted] gave a brief overview of SharePoint and the need for an authenticator to protect the data. CEO asked HO if this group would benefit from 2 factor authentication or should the information be shared directly. HO advised this will depend on the detail. [redacted] advised that having discussed the issues around using technology she would be concerned about adding an authenticator. [redacted] asked for an explanation of the authenticator, REM gave an overview and REA gave a demonstration. HO gave an explanation of how SharePoint would be used in this situation. [redacted] suggested just password protecting the document prior to sending. CEO suggested combining the PDF with a password. [redacted] confirmed this should be easier than the authenticator. CEO gave an overview of what this would look like. CEO asked the group to advise what password they would like. The group agreed on "green9orange". CEO confirmed this would be emailed out to them.

5. **ACTION – REA: email all members the password for the PDFs.** (21/01/26)

LRHA 26.01.10 TIME FOR REFLECTION

1. [redacted] and [redacted] confirmed that this meeting had a much better flow.

2. REM asked if there was a limit to how many meetings can be missed before a member is removed. CEO advised this can be added to the Terms of Reference and advised that as there are only 3 meetings per year, and suggested 2 consecutively missed meetings would be suitable.

3. CEO advised that she feels [redacted] would be a great addition to the group and that it was a really good meeting.

4. [redacted] commented that he will need to invest in a printer. REA asked if the group would like a printed copy of the papers for the next meeting. [redacted] confirmed he would love one and [redacted] was struggling to read from the screen so she would appreciate one too. [redacted] had a copy printed with him but confirmed he would appreciate a copy on the day. The group agreed to receive an emailed PDF and then hard copies of the papers on the day.

5. CEO advised that the notes should be completed and circulated to the Chair for approval within 10 working days.

6. [redacted] confirmed she is happy to chair the next meeting. [redacted] confirmed that she did really well.

7. HO advised that he is really grateful that the group took time out to take part.

8. REA agreed to have populated mileage forms prepared for the next meeting.

9. **ACTION – CEO/REM: When updating the Terms of Reference specify how many consecutive meetings can be missed before action taken.** (21/01/26)

10. **ACTION – CEO/REM: Update the Terms of Reference to show that notes must be completed and circulated to the chair within 10 working days.** (21/01/26)

11. **ACTION – REA: Bring prepopulated mileage forms for the meetings.** (21/01/26)

LRHA 26.01.11 SCHEDULE OF FUTURE MEETINGS

Resident Focus Group – 08/07/2026
Resident Focus Group – 30/09/2026