Resident Scrutiny Panel – Recommendations from the Moving In experience Scrutiny October 2026

Ref.	Recommendation	Response from Provider and Actions to be taken	Responsible member of staff	Completion Date	Notes/Progress or Comments
R1.	Re-launch of the expectations for new residents with pictures to show what is considered the lettable standard.	Completed. Meeting held with HPLC scrutineers. Showed them the Lettable Standard and they agreed no changes were needed.	N/A	October 2026	
R2.	Produce an accessible resident easy read guide/visual/flowchart to accompany the policy. (Lench's have a flow chart within their policy that needs to be more visible).	Completed.	Lara	November 2026	04/11/2026- Flowchart added to Allocation of Lettings policy.
R3.	Lench's points scheme to be explained (that was referred to in the policy) to help someone looking for a home and to	N/A			

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	improve transparency and remove some myths around points based systems.				
R4.	Carpet Disclaimer in Lench's Applications and Allocations policy needs to be reviewed to address the needs of new residents and the need for choice.	N/A			
R5.	Review Lettings policies (on renewal dates) with a residents focus group taking into account the need to ensure the use more straight forward language and ensure that they are all visible on each website.	Ongoing. Meeting with HPLC scrutineers in February 2027 to discuss policy alongside new website.		February 2027	

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R6.	Introduce a Buddy System like My Trust have in place to ensure a warm welcoming moving in and settling in experience that encourages community spirit. Buddy's to be training in house and be part of a pool.	Ongoing. Letter send to all residents asking for volunteers for Buddy System in November 2026. Policy to be written.	Carolyn and Priti	End of December 2026	
R7.	Resident Handbook to be co-created / refreshed if already in place with the RSP members to include financial info on council tax and water rates plus a check list to ensure consistency.	Meeting held in October 2026 with HPLC scrutineers. Handbook- shown to residents. No changes suggested. Checklist to be included with offer letter (tasks to be completed before moving in).	Lara and Carolyn	End of January 2026	
R8.	Co-Create a local directory to be used in schemes and on the website to help direct new residents to local facilities and services	Ongoing. To be drafted by Dyan.	Dyan	End of January 2027.	

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	and social activities and events.				
R9.	HPLC "approved by Trustee's" letter, the applicant is given some idea of position on the waiting list and an average length of waiting time or turnover to enable the applicant to make informed decisions.	Completed Emma advised that we should include the number of voids in the last 12 months. This has been added to the Approved by Trustees template letter.	Carolyn and Lara	November 2026	
R10.	BCOP to develop standard letter templates with residents views taken into account.	N/A			
R11.	The Panel would like each partner to follow up with the residents that were dissatisfied in the survey and establish if they can do anything to improve satisfaction.	All returned Moving In surveys were given to Emma, waiting to hear back from Emma regarding any surveys reporting dissatisfaction.	Lara	ASAP	Email sent to Emma regarding surveys from HPLC residents in October 2026. Awaiting surveys back from Emma.

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R13.	Review websites with a group of residents to ensure visible information in the right places with the right warm welcoming tone, including performance, satisfaction and turnover information.	Meeting with HPLC scrutineers in February 2027 to discuss policy alongside new website.	Steven	End of February 2027	
R14.	Collect and share lettings performance and satisfaction information to ensure all residents know how positive the moving in experience can be. (alternatively add in a question to TSM's)	Completed. Question asking new residents on Moving In process to be added to Settling In Checklist. Lettings data already published on website via Head of Operations reports under STAIRs. Feedback from Moving In checklist will be included in the reports when it is received.	Lara	November 2026	
R15.	Review best practice websites and content to see how each can learn.	Meeting with residents in February 2027 when website available.	Steven	End of February 2027.	

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R16.	Develop FAQ's and countdown to moving in checklists for websites and to send out with other paperwork to new residents.	To be drafted.	Carolyn and Lara	End of January 2027.	
R17.	Co-Create Welcome/Landing packs like HPLC's with a handwritten welcome to your new home card.	Completed. Residents currently receive a branded shopping bag, pen and everyday goods to help settle into their new home.			
R18.	Consider creating a hardship fund to help those in greatest need to help feel at home on moving in.	Completed. New residents on a low income and no savings offered a grant of bed, bedding, etc.			
R19.	The Panel to continue to monitor standards of empty homes once the project is completed.	Ongoing. Scrutineers to be invited to inspect voids. Start with next void. Before and after void works.	Carolyn	Ongoing	
R20.	The Panel would want to see the delivery of the recommendations	Completed. Reports and action plans published on website.	Peter	November 2026	

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	from this scrutiny report shared on each website and in newsletters in the forthcoming months evidencing that the work of the resident scrutiny panel is taken seriously and valued.				

Key:-

Yellow = Communication / Transparency

Green = Well-Being

Blue = Policy