



ASPIRE PANEL MEETING - MINUTES

29 April 2026 5.30pm

Panel Attendees

Bob McGechan (Chair)
Reza Chenanei
Denise Cowgill
Andrzej (AJ) Czajkowski
Jo Hague
Anna Olejarz

Mike Rogers
Stephen Prasher
Michael Stonebridge
Kylie Timperley
Christine Woolridge
Peter Wilkins

Apologies

Anne-Marie
Elizabeth Whitworth

SHG Attendees

Officers present for the whole meeting: Carmel Chambers, Chief Executive, Christian Hartley, Assistant Director - Customer Excellence, Louise Evans, Customer Engagement Team Leader and Rebecca Parry, Governance Officer.

Officers present for their item only: Natalie Connolly, Complaints Manager, Dean Betteley, Business Insight Manager, Alison Leach, Strategic Lead – IT Services, Anthony Brady, Strategic Lead for Culture and Engagement.

Others present for the whole meeting: Nasrin Fazal, Board Member, Cllr Jake Austin, Cabinet member for Housing and Environment, Claire Blacka, Independent Mentor.

01	Welcome and introduction from Chair	Action owner
	The Chair formally commenced the meeting, welcomed all attendees and outlined the ground rules for the session.	
02	Minutes and Action Monitor from previous meeting	
	The minutes were agreed and progress on the action monitor was noted. The Chair noted the only outstanding action is regarding the	

	Fire Door Specification in high rise buildings, a report has been sent to the Building Safety Regulator and will be shared with customers as soon as this is finalised.	
03	2025/26 Performance: Customer Feedback and TSMs	
	Customer Feedback The Complaints Manager introduced their presentation. The purpose of the presentation was to provide a summary and overview of Customer Feedback received during 2025/26. Stockport Homes Group (SHG) adheres to the Housing Ombudsman Code. Points to note included. • There has been a reduction in the number of complaints related to Repairs. • There has been an increase in the number of complaints related to Assets, specifically Damp, Mould and Condensation issues. It was noted that this increase was expected due to the introduction of Awaab's Law and increased awareness of these issues. • There has been an increase in the number of MP and Cllr Enquires compared to the previous year. It was noted that these are monitored separately to Customer Feedback and only 7.6% of these enquires were related to an ongoing formal complaint. In addition, the increase in number of enquires is linked to stronger engagement with Council Members and MPs. • 50.8% of all complaints were not upheld as no service failure was found. • Overall SHG's compliance and satisfaction rates related to Customer Feedback remain above national benchmarking. Further detail can be found in the presentation slides. Following the presentation the Complaints Manager welcomed questions. One Panel Member enquired how we feedback to customers who have opened a Cllr or MP Enquiry. The Complaints Manager explained that all enquires are triaged and assessed for ongoing or new complaints. If a complaint is open or requires opening, then feedback will be given following the usual Customer Feedback processes. The Panel queried why customers feel more compelled to approach their Cllr or MP over contacting SHG in the first instance. The Assistant Director - Customer Excellence explained that many of the enquiries are related to housing enquiries and allocations and not directly linked to SHG service failures, so a complaint is not warranted. One Panel member queried why SHG are comfortable being in line with the national benchmark and not striving for higher satisfaction in relation to tenants' satisfaction with the outcome of complaints. The	

	Assistant Director - Customer Excellence explained that the ASPIRE Panel will be involved in target setting for our Tenant Satisfaction Measures (TSMs) and can look to set higher targets. The Panel questioned why demographics are recorded and used as a measure, these may not be accurate, for example recording age or gender, a person can be in more than one category. The Complaints Manager agreed that intersection analysis would be useful. The Chief Executive also updated the group on the Council Area Committees completing deep dive investigations looking at specific areas, the issues faced by these communities and a demographic breakdown of who faces what challenges. This information can be shared with the ASPIRE Panel. The Panel discussed the perception that approaching a Cllr or MP will result in a more positive outcome for complaints which may explain the rise in enquiries. The Panel also asked for clarification on how a customer can raise a complaint directly with SHG. The Complaints Manager explained that there are a multitude of methods including but not limited to, phone, email, online and face to face. SHG are also ensuring that all staff feel confident in taking a complaint and forwarding this to the Customer Feedback Team. The Panel also commented on SHG Stage Two complaints remaining at the same level as the previous year. SHG should striving for a reduction of Stage Two complaints and more resolutions at Stage One. The Chief Executive concurred; this is what the Customer Feedback Team are working towards. Tenant Satisfaction Measures (TSMs) The Business Insight Manager introduced their presentation which gave an overview of SHGs performance against the 22 TSMs that were introduced by the Regulator of Social Housing in April 2023. The Business Insight Manager briefly explained how the TSMs are categorised, and further detail can be found in the presentation slides. Highlighted points are below: • Overall SHG are consistently performing in the upper quartile of satisfaction across all measures. • The method of data collection has an influence on scoring. In person perception surveys score higher than perception surveys completed online or over the phone. SHG need to ensure that an equal split of data collection across all methods to ensure accurate perception is recorded. • TSM perception trends are assessed throughout the year, and so where satisfaction may reduce this can be raised with the relevant service area in a timely manner.	CH/Gov
--	---	--------

	The Strategic Lead - IT Services explained that SHG would like the ASPIRE Panel to contribute to target setting for 2027/28. Currently SHG use Housemark's upper quartile figures to set targets, but customer influence is needed to ensure that this is meeting what is required. The Panel were invited for questioning. The Panel queried why a non-emergency repair has up to 30 days to be completed, this feels like a long time. The Strategic Lead - IT Services agreed that this is a main theme of dissatisfaction and is a discussion that has been held with the Director of Property about looking to reduce this to a shorter time. One Panel Member asked for clarification on the following measure 'RP01 Fail Decent Homes Standard'. The Strategic Lead - IT Services explained that this is the Government defined standard of what homes should meet, including thermal comfort, age of kitchens and bathrooms. This is different to our empty home standard (void properties). The Panel discussed that if we raised the standard above Decent Homes then this could be beneficial in a reduction of complaints as properties are of a higher quality. The Chief Executive updated that this year the Director of Property will be updating the Asset Management Strategy which details the specification of our properties and customers will be involved in shaping this. SHG understands the correlation between satisfaction, our ageing stock and the volume of repairs. The Assistant Director - Customer Excellence referred to a previous meeting where ASPIRE were consulted on the Asset Management Strategy. One Panel member raised whether non-emergency repairs are prioritised. The Strategic Lead - IT Services confirmed that each individual circumstance is considered when scheduling repairs to prioritise. It was agreed that the Business Insight Manager would complete a case study investigation of one Panel members experience. The Panel commented that it was interesting that more customers will answer positively when completing surveys in person. The Business Insight Manager explained Self Selection Bias and often people will respond to surveys when they have had a negative experience over people responding when they have had a positive experience. SHG will contact a sample of customers across a demographic to complete perception surveys so a customer doesn't have a choice in the method in which they are contacted, it is hoped SHG will be able to achieve this in the future.	DB
--	---	------------------

	The Chair updated the Panel that in general the performance of Arm's Length Management Organisations (ALMOs) exceeded the performance of Local Authority and Housing Association providers. The Independent Mentor suggested that all surveys include a free text or sentiment question to further explore themes and priorities for customers.	
04	Q&A with Carmel Chambers and Nasrin Fazal	
	The Chief Executive introduced herself to the Panel, she was formally appointed on 1st February 2026 and has worked at SHG for 20 years across the breadth of the organisation. The Panel were thanked for their invitation to attend as a key priority is to capture an unfiltered customer voice. It was noted how important customer voice is in shaping services and any opportunity to capture this at all levels is welcomed. The Chief Executive shared several of their key priorities: • Capturing the unfiltered customer voice, • Strengthening workforce engagement, • Understanding the Stockport dynamic; property type, demographic and the associated challenges, • The increasing pressures of homelessness and the housing crisis, • Continuing to strengthen the relationship with the Council and understanding the financial pressures that they face, • Always raising SHG's standards, • Passion for the next generation, the children and young people of Stockport and how we best support those who live in SHG managed communities. Nasrin Fazal, Board Member and Chair of Customer Focus Committee (CFC) introduced herself. The Chair of CFC has been on SHG Board for four years and specialises in digital, data and customer experience. The Chair of CFC has experience of working for SMBC in Community Services and has a passion for ensuring high levels of customer satisfaction. Her role of Customer Focus Committee Chair ensures that Customer Voice is heard at Board level and is keen to expand on this ensuring that the lived experience of customers is heard through all reports presented to Board. The Chair then facilitated the Q&A session. Thanks were given to the Panel for submitting their questions in advance. Please see Q&A document for a full list of questions and the responses given.	

05	Competence and Conduct Standard Consultation	
	The Strategic Lead for Culture and Engagement gave an overview of the Competence and Conduct Standard, a new regulatory standard for all social housing in England. It sets out the professional standards staff must meet when delivering housing services to tenants. The Regulator for Social Housing has specified that tenants have meaningful opportunities to influence the standard and ASPIRE Panel are being invited to help shape the consultation. The Panel enquired about how the consultation will start, how will SHG contact customers. The Strategic Lead for Culture and Engagement explained that initially customers will be surveyed and then policy pieces will be brought to the Panel for commentary and review. The Panel want to ensure that the response is representative of the customer base if survey responses are low what else is being considered. The Strategic Lead for Culture and Engagement confirmed that they have been in discussion with the Customer Engagement Team and are hoping to include something in the annual customer roadshow in addition to utilising the database of engaged customers which is circa 1,300 people. The Panel suggested that all communications need to be user friendly and avoid corporate or jargon language. The Panel requested information on what housing qualifications are required and at which levels. The Strategic Lead for Culture and Engagement confirmed that currently it will be middle and operational managers and above that will be required to have a housing qualification and there is a three year transition period to get this implemented (April 2029). Staff who are required to complete this will be given the appropriate learning support and time to complete the qualification. The Panel noted that SHG need to be mindful of their expectations for staff and whether that could have a detrimental impact on performance or resource, for example repairs operatives who have time pressures to meet policy requirement could be negatively impacted if they are expected to take on more. The strategic lead for Culture and Engagement confirmed that there was a balance to be met, however all staff should be aware of their responsibilities within the Eyes Wide Open Policy. The Panel discussed vulnerabilities of tenants and ensuring that all contractors used by SHG adhere to the same Competence and Conduct Standard.	

06	ASPIRE Panel Update Report	
	The Assistant Director - Customer Excellence gave an overview of the report and requested feedback on the format and content. The Panel agreed that it was an excellent report and contained the information that they had previously requested. The Panel were thanked for their participation in the meeting.	
07	Activity of the members since the last meeting	
	The Chair updated on several activities and points of interest for the panel. • The Building Safety Regulator are looking for a Tenant Chair for their panel. • The TPAS Conference will be held in July and there will be spaces available, information will be circulated for those interested in attending. • The Chair will be attending the NFA Conference in June and will report back to the Panel. • The Chair attended the National Tenant Forum and aspires to set up a Greater Manchester Tenant Partnership to share ideas across the Greater Manchester Combined Authority (GMCA). The Chief Executive can support with contact sharing if required.	LE
08	Chair's review of the meeting	
	The Chair invited the Panel to feedback on any thoughts regarding the meeting. The consensus was that the Boardroom is the preferred meeting space and the meeting felt more structured and therefore more effective. It was noted that it still felt rushed and perhaps two agenda items would allow for more in depth discussion. The Assistant Director - Customer Excellence will discuss the Panel's suggestions for improvements to the meeting with the Independent Mentor following the Panel's one to one review meetings. The Chief Executive informed the Panel that Customer Board Member positions have become available, and applications are now being taken and welcomed. The Chair also updated that a vacancy has become available on the ASPIRE Panel and encouraged promotion to other customers.	CH/CB

