



Neighbourhoods and Tenancy Service Influence Group

23rd April 2026, 11am-1pm, Southern main office

Agenda

1. **Welcome and Introduction** (5 minutes)
2. **Approval of minutes of last meeting of 26 January** (5 minutes)
3. **Insight sharing from the NHF Customer Experience and Resident Engagement Conference 2026 - Ursula Pabisch (tenant member)** (20 minutes)

Ursula recently attended the National Housing Federation (NHF)'s Customer Experience and Resident Engagement Conference on behalf of Southway. To set the scene, we'll watch 'The Essence of Being Human'

<https://youtu.be/44xbZ8MN1uk?si=XiUqGWQfxOBfBnSy>

Ursula will share key feedback, setting the context for a discussion about how Southway can build trust with tenants and residents, and engage more tenants, which are key priorities for the next year. *We want to hear your ideas about what you'd like to see Southway do differently to build trust.*

4. **Southway's approach to employment and skills – Ursula and Andrew Heywood (Senior Employment Officer)** (25 minutes)

The Customer Experience and Resident Engagement Conference highlighted the importance of housing associations like Southway helping to create employments and skills opportunities for tenants.

Ursula will introduce: Young changemakers shine at Social Enterprise Dragon's Den

<https://www.gentoogroup.com/news/2025/july/young-changemakers-shine-at-social-enterprise-dragon-s-den/>

Andrew will then provide an overview of Southway's employments and skills services, *seeking your views on how we can promote the service and support more local people.*

Comfort break (5 minutes)

5. Update on Neighbourhoods Strategy – Katie Teasdale (Assistant Director Customers and Communities) (20 minutes)

Last time, you gave feedback about Southway's new Neighbourhood Strategy. We've done some more work on the strategy since then and we want to share it with you and *seek your view to check we're thinking about the right issues.*

6. Update on Grounds Maintenance Contract Procurement - Mike Moriarty (Environment Manager) (20 minutes)

At our last meeting, you gave feedback about Southway's grounds maintenance service. Mike will provide you with an update on progress, and what you can expect over the next few months. *You can ask Mike any questions you have, and to give any feedback about how we're maintaining our green spaces.*

7. Update on anti-social behaviour – Lee Isherwood (Housing Manager) (20 minutes)

Lee is Southway's lead on anti-social behaviour (ASB). He will update you on Southway's ASB service and performance in 2025/26. We're currently planning our approach to ASB Awareness Week, which will take place at the end of June. *We want to know your ideas for how we can take part and promote our ASB support.*

8. Any other business

9. Next meeting

Thursday 2nd July 2026, 11am-1pm