



Together With Ocean Group 18th August 2026
10:45am TWO members
11.00am Staff and guests
Hybrid/Online meeting - Team

Group Members		Ocean Staff & Guests	
Name	Initial	Name – Job title	Initial
Sue Symon (Chair)	SS	David Jory – Head of Standards & Performance	DJ
Val Pomery	VP		
Rob Olivey	RO	Jan Pallett – Tenant Voice & Engagement Administrator	JP
Graham Carter	GC	Frances Turner – Executive Director	FT
Sue Edwards	SE	Housing & Communities	
Kathleen Lillis	KL	Surjit Balu – Executive Director	SB
June Lillis	JL	Property Services	
Eamonn Blake	EB	David Hooper – Head of Customer Experience & Neighbourhood Services	DH
Hayden Hunter (Guest)	HH	Clare Painter – Senior Neighbourhood Services Manager	CP
Mel Quested (Guest)	MQ	Aled Morgan – Complaints & Compliance Manager	AM
		Karen Littler – Tenant Board Member	KL
1.0	Welcome and Introductions		
1.1	Chair Sue Symon welcomed attendees, including guests Hayden Hunter and Mel Quested. Members were reminded that discussions within the meeting were confidential and should not be shared outside the group.		
2.0	Apologies		
2.1	Members Oriana Jones and Tami Cross-Halls are absent due to illness. Kaitlin Hollow (Tenant Voice & Engagement Senior Coordinator) is absent as on annual leave.		
3.0	Minutes from the last meeting held on 21 st July 2026 for accuracy		
3.1	The minutes of the previous meeting were reviewed and accepted as an accurate record.		
3.2	Members were advised that future published minutes would include redacted sections where discussions contained information unsuitable for public publication under the new Social Tenants Access to Information Requirement Scheme (STAIRS) transparency requirements, effective from the end of September 2026.		
4.0	Action points from the last meeting held on the 21 st July 2026		
4.1	A1 – Rent classification for GC at 19 Fifield House – DH has this in hand.		





	A2 – Deliver ASB Scrutiny event – successfully held on 3rd August – DONE A3 – Refresh Customer Voice & Engagement Strategy – updated document circulated to members following feedback. DONE. If any questions, please let the team know. A4 – Arrange future session to update on Tenancy Sustainment Service – JP to consult with Ellen Budge and Lucy Richards on suitable date. A5 – Arrange future session to explain how different parts of Neighbourhood Services works – JP to organise with DH/CP. A6 – Coordinate TWO member attendance at Customer Service Committee meetings – JP to send out finalised rota this week. DONE.
5.0	Neighbourhood & Community Strategy (DH)
5.1	David Hooper presented the draft Neighbourhood and Community Strategy 2026–2029.
5.2	Members discussed proposals relating to neighbourhood investment planning, improved management of parking areas, partnership working with Cornwall Council, possible implementation of sinking funds, neighbourhood action plans, ASB prevention, domestic abuse accreditation, data collection, tenant insight, tenancy sustainment and employment initiatives.
5.3	Considerable discussion focused on the introduction of a Noise Policy especially around noise nuisance, how low-level noise concerns differ from ASB, tenant expectations, and ensuring policies reflect residents' experiences.
5.4	Members requested further time to review the draft strategy and provide feedback before it proceeds through governance approval.
6.0	Empty Homes Flooring Fund (CP)
6.1	Clare Painter presented proposals to enhance flooring support for new tenants moving into empty homes.
6.2	Members heard that many residents move into properties with limited financial resources and that flooring costs can be a barrier to settling into a home.
6.3	A tiered flooring voucher approach was proposed based on the size of the property, alongside continued provision of kitchen and bathroom flooring.
6.4	Discussion also covered discretionary decoration vouchers, reuse of carpets where appropriate, cleaning standards and support available through handyman services.
6.5	Members were strongly supportive of the proposal and recognised the positive impact on tenancy sustainment and customer experience.
7.0	Quarter 1 Complaints Report (AM)
7.1	Aled Morgan presented the revised complaints report format. Members welcomed the clearer, more visual layout and felt it was easier to understand than previous versions and that accessibility reader software coped with the new format well.
7.2	Discussion focused on complaint trends, complaints linked to shared ownership management fees, damp and mould cases, fencing complaints and lessons learned from transactional repair surveys.
7.3	Members acknowledged that complaint volumes continue to rise but recognised this





	reflects increased awareness and accessibility of the complaints process, as well as Ocean staff being more conversant with the process. AM advised that the rise in volumes is reflective of the industry overall too.
8.0	Quarter 1 Performance Bulletin – Housing & Communities (FT)
8.1	Frances Turner reviewed Housing and Communities performance.
8.2	Positive performance was highlighted around customer experience response times, digital communications, void turnaround performance and improvements in ASB satisfaction.
8.3	Members discussed rent arrears reporting, customer contact channels, cleaning services, grounds maintenance staffing and Tenant Satisfaction Measures
8.4	The group welcomed the improved performance reporting format and requested only minor presentation changes to make some of the tables easier to read.
9.0	Quarter 1 Performance Bulletin – Property Services (SB)
9.1	Surjit Balu presented Property Services performance.
9.2	Discussion covered repairs performance, stock condition surveys (now done in house), EPC improvement programmes, fire safety compliance, damp, mould and condensation performance, health and safety, and future legislative changes.
9.3	Members explored issues relating to fire safety arrangements, window replacement programmes and excess heat within homes given this summer's heatwaves.
9.4	The impact of upcoming regulatory requirements was also highlighted, with Phase 2 of Awaab's Law adding more hazards and vulnerabilities that need to be taken into account from the end of November 2026.
9.5	Updates were also provided on improvements to materials supply arrangements and responsive repairs.
10.0	Quarterly DMC Action Plan Scrutiny (SB)
10.1	Paddy Gribbin is unavailable, so SB presented an update on Paddy's behalf on progress with the 5 point action plan from the DMC Scrutiny event held in February 2026.
10.2	Improvements have been made to communications, automated case updates and customer correspondence.
10.3	Work continues on vulnerability data collection, tenant communications and development of a revised tenant handbook approach.
10.4	Members suggested future communications should ensure tenants can easily access current policies and guidance.
11.0	Any other business
11.1	The group considered a TWO Community Fund application submitted by Hayden to support a community litter-picking initiative. Members welcomed the proposal, recognising its potential to build community pride and bring residents together. It was confirmed that waste disposal would be covered by the Cornwall Council Street Clean scheme, with Biffa collecting waste within 48 hours of being notified. The application received full support from members.
11.2	Members had received copies of the updated Customer Voice & Engagement Strategy, and it was acknowledged that there was not sufficient time at this meeting to review





	further. It was suggested that if members have any questions, to contact the Customer Voice & Engagement team directly.
11.3	VP updated on her knitting activities following the TWO Community Fund grant received – she has now made over 30 blankets but still has yarn to make more.
11.4	It was noticed by some members that the meeting room has had a change of name to the Porthcurno Suite. DJ advised that all meeting rooms have had an update, with many having new equipment installed and new coastal themed names.
12.0	Agenda for Next Meeting
12.1	Deep dive topic – Lettings and Allocation of properties
12.2	Deep dive topic – Planned Improvements – delayed from July due to staff absence – it is hoped that this will happen at the September meeting.
13.0	Date and Time of Next Meeting
13.1	Tuesday 15th September 2026, 11:00–13:00 , Dennis Spilsbury Room, Stennack House. Room is available from 10.45 for members to meet.

Key Decisions Made:

- *TWO members agreed to review and provide feedback on the draft Neighbourhood and Community Strategy before governance approval.*
- *The enhanced Empty Homes Flooring Fund proposal received strong support from members.*
- *The revised complaints reporting format was endorsed by members.*
- *The community litter-picking application was supported.*
- *Quarterly monitoring of Damp, Mould and Condensation scrutiny actions will continue.*





Action Log

Ref	Action	Owner	Timescale	Status
A1	Circulate draft Neighbourhood & Community Strategy and collect member feedback	David Hooper	Before CSC/Board approval	Open
A2	Provide follow-up information regarding noise complaints (% of ASB relating to noise) and policy development	David Hooper/Housing team	Next update	Open
A3	Continue implementation of Empty Homes Flooring Fund enhancements	Clare Painter	Ongoing	In Progress
A4	Bring proposal regarding updated tenant handbook and communications back to TWO	Property Services & Communications	Future TWO meeting	Open
A5	Arrange payment of grant from TWO Community Fund to Hayden Hunter	Jan Pallett	ASAP	Done
A6	Provide explanation on fire risk assessment and subsequent removal of fire extinguisher equipment at Fifield House	Surjit Balu	By next meeting	Open

