



Together With Ocean Group 21st July 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	Kaitlin Hollow - Senior Tenant Voice & Engagement Coordinator	KH
Rob Olivey	RO	Jan Pallett – Tenant Voice & Engagement Administrator	JP
Graham Carter	GC	Frances Turner – Executive Director	FT
Oriana Jones	OJ	Housing & Communities	
Sue Edwards	SE	David Hooper – Head of Customer Experience & Neighbourhood Services	DH
Tami Cross-Halls	TC	Lucy Richards – Neighbourhood Services Supervisor	LR
Kathleen Lillis	KL	Ellen Budge – Neighbourhood Services Supervisor	EB
June Lillis	JL	Karen Littler – Tenant Board Member	KL

1.0	Welcome and Introductions
1.1	Rolling chair has now changed to Sue Symon. Sue welcomed attendees and opened the meeting. An updated agenda was distributed as the deep dive presentation planned on Planned Improvements has been postponed due to staff sickness/compassionate leave.
2.0	Apologies
2.1	Carol Marsh and Mary Anforth have made the decision to step down from their membership of TWO, due to health issues – we thank them for their contribution. Eamonn Blake absent today.
3.0	Minutes from the last meeting held on 16th June 2026 for accuracy
3.1	The minutes of the previous meeting were reviewed and accepted as an accurate record.

4.0	Action points from the last meeting held on the 16th June 2026
4.1	A1 Update May 2026 meeting minutes – Done A2 Communal parking & surfacing – add to deep dive topics – Done A3 Explanation of GC's rent classification – GC advised not done – JP to chase up



	A4 Service charge check for JL and KL property – Done A5 ASB Scrutiny event – date set 03/08/26 and targeted invites sent – Done A6 Rent Overcharges feedback by FT – covered in this meeting – Done A7 Cornwall Council Buy With Confidence link circulation - Done
5.0	Customer Voice & Engagement Strategy (KH)
5.1	Kaitlin Hollow presented proposals to refresh the Customer Voice & Engagement Strategy. Members discussed community action days, door-knocking, Have Your Say, Tenant Monitors and digital engagement.
5.2	Significant feedback focused on increasing Ocean's visibility within communities, improving communications, building trust through face-to-face engagement and ensuring tenants receive feedback demonstrating how their involvement influences service improvements.
5.4	The idea of a regular email newsletter (more frequent than StreetTalk magazine) was discussed – using content from website articles and social media content.
5.5	An online library/roadmap to help guide tenants through particular situations was also discussed, as the group felt that quite often procedures and policies aren't understood well.
6.0	Annual Tenant Satisfaction Measures (TSMs) Report (DJ)
6.1	David Jory presented the finalised Annual Tenant Satisfaction Measures report for 2025/2026.
6.2	Ocean achieved an overall satisfaction (TP01) result of 77.5%, above the Housemark (sector experts) median.
6.3	Eight of twelve perception measures improved year-on-year, considered a good result as TSMs don't often move by large amounts from year to year.
6.4	Complaints satisfaction has improved by 4.3pts (from 39.0% to 43.3%) – a great improvement. It was noted that the sector as a whole is poor, but also that many who answered had not made a formal complaint.
6.5	Discussion focused on complaints satisfaction, fairness and respect, contractor performance, communication and the challenges associated with interpreting sector-wide satisfaction data.
7.0	TWO members – additional commitment requests (KH)
7.1	Members were invited to participate in a rolling Customer Service Committee attendance programme to increase exposure to organisational governance and decision-making.
7.2	Opportunities relating to tenant Board Member recruitment were also highlighted.
8.0	Tenancy Sustainment Service (LR and EB)
8.1	Lucy Richards and Ellen Budge presented proposals for a new Tenancy Sustainment Service focused on early intervention and support for vulnerable tenants.
8.2	Members discussed referral routes, safeguarding, capacity, expectations management, social isolation and the importance of linking tenants to appropriate community support





	services.
8.3	The concept received strong support from members, and they would like to receive an update once the service is up and running to hear about progress.
9.0	[CLOSED SECTION]
10.0	Save the date – Christmas Lunch (JP)
10.1	Members were asked to reserve Thursday 17 December 2026 for the annual TWO Christmas Lunch at the Britannia Inn. The reservation is at 12.30pm for a 1.00pm meal.
11.0	Any other business
11.1	Val Pomery gave an update on her baby blanket project and hopes to bring in some items to show members at the next meeting.
11.2	Members were asked if they had seen recent social media activity and encouraged to follow Ocean Housing on Facebook and Instagram.
11.3	Members discussed ways to improve awareness of engagement opportunities and broaden tenant participation.
12.0	Agenda for Next Meeting
12.1	Quarterly DMC Action Plan scrutiny – Paddy Gribbin
12.2	Quarter 1 Performance Bulletins and Complaints Reports
13.0	Date and Time of Next Meeting
13.1	Tuesday 18th August 2026, 11:00–13:00 , Dennis Spilsbury Room, Stennack House. Room is available from 10.45 for members to meet.

Key Decisions Made:

- Tenant feedback gathered through TWO will inform the refresh of the Customer Voice & Engagement Strategy.
- Community visibility, communication methods and engagement approaches will be reviewed as part of the strategy refresh process.
- Development of the Tenancy Sustainment Service will continue using feedback received from TWO members.
- A rolling attendance arrangement for Customer Service Committee meetings will be introduced.
- A future session will be arranged to explain the interaction between Neighbourhood Services, Safeguarding and the Tenancy Sustainment Service.





Action Log

Ref	Action	Owner	Timescale	Status
A1	Detailed check of rent assessment/classification at 19 Fifield House, St Stephen for Graham Carter	Kevin Pearce	By next meeting	Outstanding from June meeting
A2	Deliver ASB Scrutiny Event	Tenant Voice & Engagement Team	3 rd August	In Progress
A3	Refresh Customer Voice & Engagement Strategy for feedback on community visibility and enhanced communication methods	Kaitlin Hollow	By September meeting	New
A4	Arrange future session on Tenancy Sustainment Service once up and running	Neighbourhood Services team	Future TWO meeting	Open
A5	Arrange future session to explain how different parts of Neighbourhood Services works	David Hooper	Future TWO Meeting	Open
A6	Coordinate attendance for TWO members at Customer Service Committee meetings	Tenant Voice & Engagement Team	Before CSC meeting on 02/09/26	Open

