



Tenant & Leaseholder Review Panel

First Topic Review - Housing Services Webpages

Social housing landlords have a regulatory responsibility to ensure that tenants are meaningfully involved in shaping, scrutinising and improving services. The Transparency, Influence and Accountability Standard requires landlords to actively take tenants' views into account in decision making, providing clear and accessible information, and ensure tenants are able to hold their landlord to account.

The work of the Tenant & Leaseholder Review Panel is evidence of this as it provides structured, resident led feedback that help us meet these regulatory expectations and ensure services are shaped by those who use them.

I would like to thank the Tenant and Leaseholder Review Panel for carrying out this first review providing a thoughtful set of recommendations to improve the Housing Services webpages. **I am pleased to confirm that all suggestions will be implemented or explored further going forward.**

The recommendations collectively support our ongoing commitment to making the website clearer, more accessible, and easier for residents to navigate. Improvements such as the introduction of a search bar, clearer navigation through prompt buttons, streamlined content, increased use of photographs, and updates to the layout will help modernise the pages and ensure that key information is easy to find. In addition, we welcome the opportunity to explore the use of Artificial Intelligence to further enhance the online experience, including improved search tools and potential chat functionality. We will post an update on all the recommendations on the [Tenant & Leaseholder Review Panel](#) webpage.

These changes reflect our priority of improving digital accessibility and ensuring customers can interact with our services quickly and confidently. I want to extend my thanks again to each of the members of the Panel for their valuable contributions. The tenant voice is essential in shaping our services, and your insights continue to help us deliver better, more responsive, and customer focused housing information.

Nirmal Samrai, Head of Housing & Corporate Assets

Tim Clegg | Chief Executive

Cannock Chase Council, Civic Centre, PO Box 28, Beecroft Road, Cannock, Staffordshire WS11 1BG | tel 01543 462621

www.cannockchasedc.gov.uk | Search for 'Cannock Chase life' | @CannockChaseDC | @CannockChaseDC