



Tenant Advisory Panel

Summary of Activity

February 2024- February 2025

1. Introduction

The NFA set up the Tenant Advisory Panel in Spring 2021 with its first meeting in May 2021. The purpose of the panel is to provide additional tenant insight and experience to policy discussions and development by:

- Commenting on policy development by the NFA
- Responding to surveys to influence NFA responses in relevant areas
- Discussing and recommending NFA policy priorities or positions for the Board to consider and agree
- Highlighting common areas of concern for ALMO tenants and making recommendations to the Board for action
- Keeping up to date with the wider policy agenda and assisting in formulating NFA responses to a range of areas, including government consultations and policy papers.

The Tenant Advisory Panel met three times in 2024 (31 January, 3 July, 2 October) and once in February 2025 (26 February). It will continue to meet three times a year.

The panel was chaired by Bob MacDonald (Derby Homes) and April Halpin (Solihull Community Housing) in 2024. April stepped down after the October meeting following a change in circumstances. The agenda is agreed with the chairs prior to the meeting and TAP members can propose topics that they would like to cover in each meeting.

The panel discussed chairing arrangements at their February meeting. Members agreed that Bob MacDonald would continue to chair the 2025 TAP meetings. Bob McGechan was elected as Vice Chair following a short election process. TAP agreed that an election would take place in December 2025 for the chair/vice-chair roles, which will be for a period of 2 years.

2. Policy

Each meeting, the NFA Managing Director, Eamon McGoldrick, or NFA Head of Policy, Lisa Birchall, provides a policy update summarising the external policy environment and asking for feedback. This includes, for example, updates on the new government's housing policy announcements, consultations, and NFA research.

- Alex O'Callaghan from Housemark attended the panel in January to present on the performance of the ALMO sector in the first six months of TSMs and answer questions.
- TAP members discussed the NFA's Election Asks as we went into the General Election. TAP also had the opportunity to feed into the NFA responses to the government's consultation on the long-term rent settlement and the Right to Buy. TAP members were invited to attend an MHCLG focus group on the Right to Buy to help shape its policy.
- Mike Ainsley, NFA Chair of the Board attended TAP in July 2025 to hear TAP views on the plans for sector-led improvement and the future of the NFA to feed into the Board Away Day.
- TAP members were invited to the NFA annual conference. TAP members also receive the NFA Policy Update each month.

To support with developing policy positions and responding the consultations, the panel has discussed:

- ALMO performance in the Tenant Satisfaction Measures and Regulation of the Consumer Standards.
- The General Election and housing policy
- The future rent settlement and Right to Buy consultation
- Anti-social Behaviour
- Tenant scrutiny
- The Housing Ombudsman and complaint handling
- The cost-of-living crisis

For any questions, please contact Lisa Birchall, NFA Head of Policy:

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