

## Borough Wide Tenants Forum

### Minutes of the Meeting held on 17<sup>th</sup> April 2024 at 11am

**Present:** Roger Price, Sue Healy, Percy Rooke, Sandra Holt, John Holt, Kath Wilkins, David Baldwin, John Hinds, Angela Coates Director of Housing, Helen Parton Housing Services Manager, Julie Richardson Neighbourhoods & Tenant Involvement Officer

**Apologies:** Jenny Harvey, Denise Baum Pick,

	The meeting commenced at 11.00 am with Roger in the chair.	
	<b>Welcome &amp; introductions.</b> New member to the forum, John Hinds from Chapel End	<b>Roger</b>
	<b>Apologies</b> Jenny Harvey, Denise Baum Pick	
<b>22.24</b>	<b>Minutes from the last meeting and matters arising not on the agenda.</b> The minutes of the last meeting were agreed by Sue & Percy 21.24 AOB The Silent Voices Workshop was well received, an informative session offering an opportunity to work through and act upon suggestions. Housing Task and Finish Group would like to meet with the forum every 6 months. A date for the next meeting to be arranged.	
<b>23.24</b>	<b>Feedback from Community Panel meetings</b> Since the last forum meeting there have been no tenant's meetings held. An update will be provided at the next meeting once further dates have been arranged.	
<b>24.24</b>	<b>Update from Tenant Led Scrutiny Panel</b> Sue gave John Hinds an overview of Scrutiny to enable him to have an understanding of the first exercise being undertaken. The first Scrutiny project will take a focused look at repairs 'how to report a repair'. Panel members agreed to telephone tenants from the contact list provided and will contribute by making 4 calls each. A crib sheet and information were distributed to assist with recording information.	

	<p>A timeframe of approximately 2 weeks was agreed to complete the calls.</p> <p>Helen will provide information on ASB at the next Scrutiny meeting and give an overview of the service. This will include data for the areas and type of complaint. Further discussion will decide a focus for the questions when contacting tenants to obtain feedback on their experience of the service.</p> <p>The next meeting for Scrutiny will be held on Wednesday 12<sup>th</sup> June at 11am.</p>	
<p><b>25.24</b></p>	<p><b>Performance information overview</b></p> <p>In June the Council will submit Tenant Satisfaction Measures to the Social Housing Regulator. The results will be published in September 2024. Key performance information submitted is based on outcomes on 31<sup>st</sup> March 24.</p> <p>A revised policy has been published on the Councils website which reflects the Complaint Handling Code. An annual report about the complaints received during 2023/24 will be provided and reported to the Housing Task and Finish Group and Resources Board in May and June 24. The self-assessment will also be shared.</p> <p>A revised format for performance reporting to the forum will be developed. Information will focus on Tenant Satisfaction Measures which have to be published.</p>	
<p><b>26.24</b></p>	<p><b>Tenant Partnership Agreement &amp; Forward Work Plan 2024/25</b></p> <p>The forward work plan sets out the work plan for the Borough Wide Tenants Forum for the year 2024/25, and progress will be reviewed each quarter.</p> <p>1. Work to review the Tenant Participation Agreement is progressing. There are no changes required to the main document, it can be reviewed and updated less frequently maybe every 3 years. It has been agreed that the forward and action plan will be separate to the main document to reflect work over a 12-month period.</p> <p>2. The Councils website has been reviewed corporately. Tenant Involvement information will continue to be kept up to date with a view to encourage more tenants to become involved. The Outcomes report will be included on the website, also information updated for the AGM.</p>	

	<p>Roger advised that there is no link to compliments on the website. Helen will look to resolve this.</p> <p>Sue suggested an item for the website on 'how to look after your new kitchen'; also, for the fire safety advise leaflet on the website to include guidance on charging lithium batteries. Sue highlighted possible implications resulting from the digital switch over. Providers may be drilling into walls of blocks of flats and compromising fire safety.</p> <p>3.Undertake an Impact Assessment to evaluate the outcome of tenant involvement activities to be completed by April 2025.</p> <p>4.Develope a revised format for performance reporting that includes Tenant Satisfaction Measures, Complaints and Compliments and feedback from Tenant Led Scrutiny.</p> <p>5.Consider performance reports and monitor quarterly.</p> <p>6.Report updates on the 2 chosen Scrutiny projects. Sue asked for an additional project to be considered if timescales permit.</p> <p>7.There will be an update of the Action Plan set out in the Asset Management Plan.</p> <p>8.Cosider the impact of the cost of living rises on NWBC tenants, ensure information and support is available. Information will be included in the newsletters and on the Councils website.</p> <p>A Living Smart event is taking place in Mancetter on 23<sup>rd</sup> April on how to make savings on energy bills, make homes more energy efficient and provide information on affordable credit options.</p> <p>9.Review and monitor actions in the Climate Change action plan relevant to Housing. Take a look at energy performance certificate data.</p> <p>10.Produce an Annual Report in October to inform tenants of the performance of Housing Services.</p> <p>11.Produce 2 newsletters, timescales to be agreed.</p>	
<p><b>27.24</b></p>	<p><b>Preparations for AGM</b></p> <p>The AGM has been arranged for 8<sup>th</sup> May 2024. Guest speaker for the event, Susan Hartland Smith has confirmed her attendance. Invitations will be printed and distributed to forum members who will encourage tenants to attend the event.</p>	
<p><b>28.24</b></p>	<p><b>Agenda items for next meeting</b></p>	

<p><b>29.24</b></p>	<p><b>Any other business</b></p> <p>John Holt will be standing down as Vice Chair of the Borough Wide Tenants Forum, the position will become available.</p> <p>Roger suggested social media to progress tenant involvement and has put a name forward to act as administrator on a Facebook page. This will be a voluntary position on behalf of the Borough Wide Tenants Forum. Roger will send further detail onto Helen.</p> <p>Trades at Chancery Court is only working for half an hour in a morning and should reflect trades hours from 7am to 1pm.</p> <p>Building work is ongoing following the fire at Chancery Court. Work should be complete by mid-May, a tidy of the area has been requested.</p> <p>John asked whether moss could be cleared from bungalow roofs. Moss removal won't be carried out on roofs however guttering will be cleared and should be reported to the Contact Centre.</p> <p>A survey of the drains at Drayton Court has been carried out, Angela will receive a report.</p> <p>A tenant who is finding it difficult to get repairs done due to working night shifts will be required to request a late afternoon appointment to accommodate his work pattern.</p> <p>Angela advised that the review of the Maintenance Service will be in place from 1<sup>st</sup> May.</p> <p>The next Borough Wide Tenants Forum meeting has been arranged for Wednesday 17<sup>th</sup> July 2024 at 11am</p>	<p><b>All Members to note date of next meeting</b></p>
	<p>Roger thanked everyone for attending. The meeting closed at 12.35pm</p>	

	Signed, to confirm that these minutes are a true and accurate record of the Forum Meeting held on 17 <sup>th</sup> April 2024	
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