

## Borough Wide Tenants Forum

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

**Present:** Roger Price, Sue Healy, Percy Rooke, Kath Wilkins, David Baldwin, John Hinds, Jenny Harvey, Denise Baum-Pick, Angela Coates Director of Housing, Helen Parton Housing Services Manager, Julie Richardson Neighbourhoods & Tenant Involvement Officer, Paul Docherty Performance & Quality Officer

**Apologies:** Sandra Holt, John Holt, Michael Jewkes

	The meeting commenced at 11.00 am with Roger in the chair.	
	<b>Welcome &amp; introductions.</b>	<b>Roger</b>
	<b>Apologies</b> Above	
<b>30.24</b>	<b>Minutes from the last meeting and matters arising not on the agenda.</b> Minutes of the last meeting were agreed by Sue & Percy  25.24 Performance A meeting has been arranged for Thursday 25 <sup>th</sup> July to discuss a format for performance reporting to the forum and for the website. Sue and Roger agreed their attendance.  27.24 AGM Sue requested information provided by the guest speaker at the AGM to be included in the Newsletter including local work that has taken place at Piccadilly.  AOB Angela advised a review of the Maintenance Service will be in place from 1 <sup>st</sup> May. 3 new planners have been recruited and will be in place in the next few weeks to take on a tenant liaison role. This will make 5 planners in total.  Drayton Court – Angela has received reports from a survey of the drains and will be meeting with the Contracts team to look for the best possible solution.	

<p><b>31.24</b></p>	<p><b>Feedback from Community Panels</b>  There's been no Community Panel meetings held for some time. Percy said they are continuing their efforts at Drayton Court; it's been difficult to renew interest in tenant involvement following Covid. There is a pot of money whereby Community Panels can bid for improvements. A budget is set aside annually and used by the Community Panel to arrange local improvements.  Tenant's meetings are still being scheduled. The meetings give an opportunity for us to provide information, for tenants to speak to us about any issues they may have with the housing service, what can be improved upon, and what is already being done well. A recent meeting was held at St Johns communal room in Ansley Common.</p>	
<p><b>32.24</b></p>	<p><b>Update from Tenant Led Scrutiny Panel</b>  Sue updated the forum on the recent scrutiny project. A report has been completed and sent to Angela. The first exercise has been a learning process, information from the exercise has provided 2 outcomes, one for the team to make small adjustments to the service and the other to tweak the scrutiny exercise ready for the next project. Sue suggested reducing the final report and providing an appendix to highlight the main points.  Sue requested a 'What's New' tab on the website as an easy link to recent documents. The website isn't user friendly for anyone wishing to add a compliment. The form on the website is Complaints and Compliments requiring people to go onto Complaints which may be misleading.</p>	
<p><b>33.24</b></p>	<p><b>Feedback about review of services against Consumer Standards</b>  An action plan was shared during the last joint meeting with the Task &amp; Finish Group to look at key items that need to be closed off.  A review of the maintenance service has been actioned, recruitment into the new roles has been successful. New systems of work will ensure tenants are kept informed about repairs by 5 planners in tenant liaison roles. There is a Tenancy Officer who has been appointed to deal with compliance issues. Results of the stock condition survey will be shared</p>	

	<p>with the forum and information will allow the Council to align its capitol works programme to ensure the Decent Homes standard is met.</p> <p>Helen &amp; Caroline are working to produce the Anti-Social Behaviour Policy &amp; Procedure. The Housing Division will review its conditions of tenancy later in the year to ensure it meets current requirements.</p>	
<p><b>34.24</b></p>	<p><b>Equalities, Diversity &amp; Inclusion Policy Draft</b></p> <p>The Social Housing Regulator’s Consumer Standards require social landlords to provide services which are appropriate to the needs of their tenants, and which can be tailored to meet specific needs.</p> <p>A draft Equality, Diversity and Inclusion Policy was distributed to the forum for consideration and comments and will go to Resources Board in September for approval. Work around equalities has begun with training for staff commencing this week. An action plan will be developed to progress the policy once it’s been agreed. Work will begin on how to gather information to detail the service and how this is put into practice on the ground. It was noted that some people are not willing to provide this type of information to enable work systems to remain up to date.</p>	
<p><b>35.24</b></p>	<p><b>Tenant Partnership Agreement/Forward Work Plan 2024/2025</b></p> <p>The forward Work Plan sets out a work plan for the Borough Wide Tenants Forum for 2024-2025. Progress will be reviewed, and updates presented to the forum every quarter.</p> <p>Work on the Tenant Partnership Agreement is ongoing, a pullout leaflet on ‘How to get Involved’ will be included. The forward and action plan will be separate to the main document to reflect work over a 12-month period.</p> <p>The Councils website has been reviewed corporately, information on the website continues to be reviewed. Sues earlier suggestion about easier access to a compliments page and a ‘What’s New’ tab can be considered and developed.</p> <p>Feedback during tenant’s meetings regarding the newsletter has been positive. The content of the newsletter needs to focus on good news stories and</p>	<p><b>Helen</b></p>

	<p>improvement works around the borough. A separate insert leaflet on Cost of Living will be included in the mail out to ensure information and support is available to tenants. The newsletter is currently with the printer for the first proof and will be mailed out to tenants at the end of July.</p>	
<p><b>36.24</b></p>	<p><b>Agenda items for the next meeting</b>  Agenda items to be forwarded a week prior to the next meeting date.</p>	
<p><b>37.24</b></p>	<p><b>Any other business</b></p> <p>Drayton Court –  Front entrance door 15-21 is broken. New front doors are on order.  Jenny complimented work on the new canopies. Work is ongoing.</p> <p>Chancery Court –  John Hinds asked if there is a date for completion of building work and scaffold removal. John also complimented recent work to his kitchen and bathroom to replace pipework and asked whether a date has been arranged for the plastering work.</p> <p>Sue asked whether a date has been arranged for a joint meeting with the Housing Task &amp; Finish Group. This is yet to be arranged.</p> <p>Roger suggested social media to progress tenant involvement. A name put forward to act as administrator is no longer able to commit to the position.</p> <p>Roger asked whether a hearing loop could be considered to use during meetings held in the Chamber and Committee Room.</p> <p>Communal block doors are being propped open and items wedged in the doorframe preventing the door from closing securely. This has been reported to the Tenancy Officer.</p>	<p><b>Angela</b></p>

	<p>Angela thanked all those who attended the meeting in June to discuss the Homelessness Strategy. The Chief Executive and Angela met with the Housing Regulator locally to discuss submission of performance and compliance information and how we are engaging with our tenants.</p> <p>Sue asked whether the forum could have a schedule of capitol works. From 2019 there has been no program of works, improvement work has focused on blocks of flats at Monument View, St Leonards, Alder &amp; Heather Court, Drayton Court and most recently Abbey Green. A program of work is being put together will include replacement kitchens and bathrooms, new windows and the first tender will be roofing. We are working to Decent Homes standard, a kitchen for example takes into account the condition and age, 30 years for a replacement. There has been a review of the garages to identify the condition to establish which ones should be demolished, which need money spending on them to repair and the ones in good condition requiring no works. A report and costing will go to Resources Board in September.</p> <p>Tenant Led Scrutiny meeting has been arranged for Wednesday 21<sup>st</sup> August 2024 at 11am</p> <p>The next Borough Wide Tenants Forum meeting has been arranged for Wednesday 11<sup>th</sup> September 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 12.05pm</p> <p>Signed, to confirm that these minutes are a true and accurate record of the Forum Meeting held on 17th July 2024</p> <p>.....</p>	