

## Borough Wide Tenants Forum

### Minutes of the Meeting held on 20<sup>th</sup> March 2024 at 11am

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

**Apologies:**

	The meeting commenced at 11.00 am with Roger in the chair.	
	<b>Welcome &amp; introductions.</b>	<b>Roger</b>
	<b>Apologies</b>	
<b>11.24</b>	<b>Minutes from the last meeting and matters arising not on the agenda.</b> Amendments to the minutes as follows: 4.24 Performance Q1 to Performance Q2 6.24 Typo change to CO hard wired alarm 10.24 AOB Ongoing works at Drayton Court: Wates will be returning to site to tidy the area. Letters will be sent to occupants of the flats; further work is required to the store cupboards whereby access into the cupboards will be required. Downpipes will not be refitted until a survey of the drains is complete. It is expected that work to the canopies will start towards the end of April.  The minutes of the last meeting were agreed by Sue & John.	
<b>12.24</b>	<b>Feedback from Community Panel meetings</b> Tenant's meetings are continuing around the borough giving an opportunity to meet with tenants to gather feedback on community issues and housing services. Meetings have been held in Hartshill, Old Arley and Fillongley, tenants who are interested in becoming involved either by coming along to a meeting or helping with proofreading of documents have been identified. A list of names and contacts has been recorded for reference. There have been no Community Panel meetings held.	

<p><b>13.24</b></p>	<p><b>Update from Tenant Led Scrutiny Panel</b>  The first Scrutiny project will take a focused look at repairs 'how to report a repair'. Sue, Chair of the group; said she would like to take a little time over the first project and would rather get things right before moving onto looking at ASB.  A list of tenants who have reported a repair since February has been collated ready to seek their permission to be contacted by the forum. Sue has put together a series of questions which she will send to members of the panel for feedback prior to commencing. Panel members all agreed to take part in contacting tenants and will contribute by making 5 calls each initially.  The next meeting for Scrutiny will be held on Wednesday 3<sup>rd</sup> April at 11am. Helen will give a brief update on ASB.</p>	
<p><b>14.24</b></p>	<p><b>Regulatory Consumer Standards</b>  An action plan and dates has been circulated to the Borough Wide Tenants Forum for information.</p>	
<p><b>15.24</b></p>	<p><b>Complaints Compliance/proposed revisions to the Landlords Stock compliments and complaints procedure</b>  A revised complaints procedure was circulated for consideration including some examples of Request for Service and Complaints. The Housing Ombudsman Statutory Complaints Handling Code is in place from 1<sup>st</sup> April 2024. The complaints procedure will be published on the website and will be submitted to the Resources Board in June.</p>	
<p><b>16.24</b></p>	<p><b>Tenant Involvement Outcomes Report</b>  A report has been produced to highlight all the different types of involvement activities and shows the impact of tenant involvement from March 2023 to April 2024. The report is at draft stage for discussion to add further information and expand on the outcomes of tenant involvement. Sue suggested a crib sheet of involvement activities.</p>	
<p><b>17.24</b></p>	<p><b>Tenant Partnership Agreement 2024-25</b>  An update and redesign of the Tenant Partnership Agreement was completed for use from April 23. The document is currently being reviewed for April</p>	

	<p>24; Sue has contributed suggestions towards the review.</p> <p>There are no changes required to the main document, therefore it can be reviewed and updated less frequently maybe every 3 years. It has been agreed to produce an additional document to review annually to include, how to get involved, involvement options, who to contact, Consumer Standards, and work intended over the 12-month period. Helen is looking at the changes to produce a draft to bring to the next meeting.</p>	<b>Helen</b>
<b>18.24</b>	<p><b>Suggestions for Tenants Newsletter</b></p> <p>The next newsletter is scheduled to go out in June. Forum members were asked for suggestions for newsletter items to be included in the next edition. Items discussed:</p> <ul style="list-style-type: none"> <li>Rent/Cost of Living</li> <li>Consumer Standards</li> <li>Complaints</li> <li>Reporting Damp &amp; Mould</li> <li>Reporting repairs - early intervention saves on cost of repair</li> </ul>	<b>All</b>
<b>19.24</b>	<p><b>Preparations for AGM</b></p> <p>The AGM will be held on 8<sup>th</sup> May 2024 at 6pm. Roger suggested a guest speaker from Warwickshire Wildlife Trust. Roger has had recent involvement with the Trust in local areas improving the wildlife environment and planting trees from grant funding. Everyone was in favour, Roger will make contact and let Helen know whether this is possible.</p>	<b>Roger</b>
<b>20.24</b>	<p><b>Agenda items for next meeting</b></p> <ul style="list-style-type: none"> <li>Tenant Partnership Agreement 2024-25</li> <li>Performance</li> <li>AGM</li> </ul>	
<b>21.24</b>	<p><b>Any other business</b></p> <p>Drayton Court flats – ramps to the front entrance door of the flats will be included in the next stage of the works. All blocks will be included, and construction will be looked at further when the Contracts Manager returns to work.</p> <p>Bins at Drayton Court are not being returned following refuse collection.</p>	<p><b>Angela</b></p> <p><b>Julie</b></p>



	Roger thanked everyone for attending. The meeting closed at 12.20pm	
	Signed, to confirm that these minutes are a true and accurate record of the Forum Meeting held on 20 <sup>th</sup> March 2024 .....	