

Tenant Panel Meeting
18.09.2024
10:00 am – 12:00 pm
Council Chambers, Council Offices, Beeston

Present:

MC, Tenant (acting chair)
 DM, Tenant
 SC, Tenant,
 ET, Tenant
 JL, Tenant
 CB, Tenant
 TS, Tenant
 RS, Tenant
 BU, Tenant
 MH, Tenant
 April Hatcher, Engagement Manager
 Raoul de Sousa, Engagement Coordinator

Apologies:

CL, Tenant
 JX, Tenant

1.	<p>Housekeeping, Apologies and Introductions Everyone was welcomed to the meeting and new members were introduced to the Group.</p>	
2.	<p>Notes of Last Meeting</p> <p><u>Fire Safety in General Housing</u></p> <ul style="list-style-type: none"> • Metal chairs are not exempt from fire safety regulations. There can be no furniture of any kind in corridors. <p><u>Fire Safety in Independent Living</u></p> <ul style="list-style-type: none"> • Chairs in communal lounges are still permitted if not impeding access to fire doors/escapes. • Council do not plan to allocate designated smoking areas on schemes as tenants retain the option to smoke inside their properties or alternatively outside the boundary of the scheme. <p><u>Mobility Scooter</u></p> <ul style="list-style-type: none"> • Granting permission for scooters is based on type of scooter, the individual property and access to said property. This explains different decisions at the same scheme. • Broxtowe cannot recommend a provider for mobility scooter training courses therefore no link is provided in the booklet • TS informed us of a company called Quingo who tested competency on mobility scooter. Also to ride on public transport need a permit. Gets her scooter serviced through mobility scooters scheme. Can get scooter PAT tested through Parkgate mobility. • SC suggests local authority should explain how to get scooters PAT tested. 	

	<ul style="list-style-type: none"> • MH suggests Council organising PAT testing on mobility scooters for a small charge on a specific day like they do with other small electricals (kettle, microwave). • MC highlights possible issue in that engineers only qualified to PAT test specific makes and models. • RdS feedback that regarding electric bikes storage, the batteries are extremely flammable. Therefore, the Council look at each request individually and would likely only give permission to tenants who have their own gardens and can build a safe store, away from the property, in which to store them. • TS indicates no specific information provided to general needs tenants regarding storage of mobility scooters not given rules and guidance. SC asks how booklet is published and distributed to public. 	
3.	<p>Complaints Panel – Update of the first meeting</p> <ul style="list-style-type: none"> • Rds gave an overview of the complaints panel, explaining how the first meeting went and what was discussed. • BU thought that meeting was positive and felt it was nice to hear some new voices. • JL thought everybody contributed to the meeting and was interesting to learn step by step process of responding to complaints • Next meeting is Wednesday 16th October 	
4.	<p>Housing Strategy Consultation – Hear what residents said</p> <ul style="list-style-type: none"> • AH provided information of what Housing Strategy Consultation entailed and the level of feedback we got. In total received 62 responses. • 88.14% agreed there was a need to provide range of affordable homes • 72% agreed there was a need to build more homes • 98.6 felt Council homes should be fit for purpose • 83% said people should stay independent and Broxtowe should be getting most out of our existing housing. • 66% want improved knowledge and information about Council properties and demographics of who lives in them. • 81% want Broxtowe to continue to be an excellent landlord • 84% want Broxtowe to drive up housing standards across all tenures including private landlords. • Some key points- do not need more student homes. Want more energy efficient homes and support for private homeowners to update homes. Want action to address damp and mould. Solar panels and grey water tanks as standard. Housing support for carers. Should car parking be enforced more strongly? • Housing Strategy will come to the Tenant Panel in advance of going out for draft in Cabinet. • TS explains Green Doctor and Nottingham Energy Partnership can support private tenants and other support and grants for private tenants. • DM doesn't understand what constitutes "affordable" housing. 	

	<ul style="list-style-type: none"> • AH explained that ‘affordable’ relies on average house prices so varies by area and how the process of developers acquiring land works such that a certain proportion of houses needs to be affordable. • <u>AH to ask KD to give information on what “affordable” means in practice.</u> • AH explains what ‘Right to Buy’ means and the effect this has on Council stock, especially given they are sold at a discount, and they can’t spend receipts. AH explains Labour party have stated they will reform but not revoke the system. • TS asks if Council build their own houses, AH explains we build some but don’t own a lot of housing land. ET states Council buy back some ex-council properties. AH shares that Council own some houses at Field Farm and explains what shared ownership means. Essentially you buy a portion of the home (say 30%) and pay rent on the remaining 70% (and have a mortgage). You then have the option to staircase up to full ownership. • <u>RdS to follow up with Capital works on what their program is for solar panels in IL.</u> 	
	<p>Service Inspectors – Communal Cleaning Blocks in General Needs Housing</p> <ul style="list-style-type: none"> • AH explains that before Covid we had communal cleaning of the blocks, so we are trying to reorganise this. First step is bringing back service inspectors to General Needs. • <u>Everybody in attendance of meeting (apart from Barbara) wants minutes, agenda, all necessary paperwork printed and posted to them. RdS to update spreadsheet</u> • AH read out Tenant Inspector role description. Explained that role will be verifying cleaning of communal blocks maintained by caretakers. Ensures service charge being well spent. • Caretakers have a rota which involves cleaning blocks every 3 weeks. Blocks involved are: Copeland Avenue. Lawrence Avenue, Ribbesdale Court, Stanley Court, Borowdale court, Dryden court and Gibbons Avenue. • Duties don’t involve hoovering, but sweeping and removing rubbish, wipe emergency lighting, sanitise handles, remove fly tipping communal areas. • BU suggests Tenant Inspectors need to work in twos for safety. • TS asks if Council will reinstate program of inspecting GN properties. AH answered that capital works are conducting property surveys to know state of property. • <u>RdS to send out Tenant Inspector poster in mail to attendants that need it: TS, DM, SC, CB, JL, MH, MC. AH to keep poster on future meeting agenda</u> • CB asks who is team leader of care taker. AH explained falls under repairs team. 	
<p>5.</p>	<p>Housing Magazine – Autumn/Winter</p> <ul style="list-style-type: none"> • AH explains that because of elections and timings the housing magazine is out of date. • p2- photo competition ideas: SC expresses that could keep summer image competition even though not the season. BU suggests change to autumn 	

	<p>winter photo. AH proposes 'what does nature mean to you'. MC suggests favourite pictures of your local area/ the borough.</p> <ul style="list-style-type: none"> • TS asks when Council will update EPC as hers is 11 years out of date. <u>AH to check when Capital Works program of updating energy efficiency.</u> • p4-5 on homechoice outdated. Change to damp and mould. TS suggests leave a small article in as still issues and still running homechoice drop in sessions. Keep the FAQs in top left corner of p5. • p6-7 Tenant Satisfaction Measures- need to share this information • p8-9 Change Housing Strategy Consultation to provide information about current feedback and possibly share new draft • Your homes, contents insurance might include garage contents insurance • IL activities will stay • p12-13 need to share 53 week rent year. TS highlights that many people on Universal Credit are not aware. Therefore, suggests to make it more prominent by moving it nearer the front of magazine as very important information. If moving that forward, creates spare page to put damp/mould information • p14-15 repairs information. MH suggest they do not show tenants how to work them. Signpost people to how to use thermostat. MC suggest getting Green Doctor out to explain. RdS suggests if all have same boiler then can include some information from the manuals. • p16-17 Sharing compliments and that we are advertising how to complain. AH ponders whether End of Year performance needs more exciting visuals. • Head of housing page will be filled • BU suggests final page, reduce size of title and increase size of telephone numbers for the different departments • TS asks if people will be always there to answer those numbers. AH explains that these are team numbers so somebody should always be on cover. • SC suggests need broader range of numbers for tenants not just solely housing. AH explains that this is decision due to space issues but in future editions could include things like dog waste. • AH suggests if anybody has images, they have of their own such as their actual boiler forward on to RdS or AH. 	
7.	<p>ARCH Tenants Group Conference Thursday 3 October, New York Stadium, Rotherham ARCH Tenants Group Conference 2024 (mailchi.mp)</p> <p>RS expressed interest in conference. Now fully booked but let RdS know if still interested.</p>	
8.	<p>Engagement Update and Housing Delivery</p> <p>Engagement, 79 facebook group Housing News 3506 was 3549 Shared about gas safety, right to repair, first complaints panel Scrutiny panel on voids policy meeting in October</p>	

	<p>Engagement over summer have been at the play days, caring roadshow, pop up events, housing strategy consultation. Going back to evening meetings with Severn Trent giving a talk in October.</p> <p>TS suggests sharing some information about Severn Trent's Big Difference Scheme, savings of up to 70% off water bills for those eligible.</p> <p>AH shared about the Activities Coordinators new projects, the befriending scheme and Broxtowe's Got Talent.</p> <p>Independent Living Open Days in October. Urged the panel to share about Independent Living schemes to other residents, explain it's not just for old people.</p> <p>TS shared that her brother lives in Hopkins Court and he likes it.</p> <p>TS highlighted that some adults are illiterate, so maybe videos with people speaking would be useful. AH explained Newark & Sherwood Council have good videos on their YouTube channel.</p> <p>AH asks if Wednesday is better day for meetings. Majority agreed so future panel dates have been amended to Wednesdays. Next three meetings are: Wednesday 13 November, 15 January, 12 March.</p> <p><u>Dates for your diary</u></p> <ul style="list-style-type: none"> • Thursday 10 October, Scrutiny meeting, 10am -1pm, Council Offices • Thursday 10 October, Tenant Information Network, Bexhill Court, 5:30-7pm • Wednesday 16 October, Complaints Panel, 10am-12pm at Offices, Beeston
<p>10.</p>	<p style="text-align: center;"> Tenant Information Network Thursday 10 October 5.30pm- 7pm at Bexhill Court, Beeston Talk from Severn Trent Next Tenant Panel Meeting Wednesday 13 November Council Offices, Beeston 10am – 12pm </p>