

Tenant Panel Meeting

09.07.2024

10:00 am – 12:00 pm

Bramcote Room, Council Offices, Beeston

Present:

5 Tenants Attended
April Hatcher, Engagement Manager
Raoul de Sousa, Engagement Coordinator

Apologies: from 4 tenants

1.	Housekeeping, Apologies and Introductions Everyone was welcomed to the meeting and new members were introduced to the Group.
2.	Notes of Last Meeting The notes of the last meeting: <ul style="list-style-type: none">• Postponed Complaints Panel until 24th July• Shared end of year performance• ->RdS and AH will chase up KM and JW about bank holiday phone testing Tenancy Termination Form – Update for Lettings Manager Tenancy Termination form adopted some changes. Acknowledging thanks for being a tenant at start of form and changing acronym NOK to Next of Kin as more respectful <ul style="list-style-type: none">• A section before saying 'thank you for being a tenant' etc... - this is in our letter confirming acceptance of the notice• Information on keys? When do they need to be handed in? What time? – this is actually included on the first sheet of the form, however it is also confirmed in our letter confirming acceptance of the notice• A phone number on the form – on the last page there is a phone number already provided <ul style="list-style-type: none">• Draft Housing Magazine will be examined later when drafted
3.	Fire Safety Booklet Feedback <u>General Housing</u> <ul style="list-style-type: none">• MC says clear layout• SC easy to read, impressed by page on communal areas, very sensitively written. Clearly demarcates what can and cannot be stored.• ->RdS to clarify whether metal chairs are acceptable in communal areas.• AW suggests on p4, sentence in the second column reads better as 'There are services that offer support...' instead of 'There are services who can offer support...' <u>Independent Living</u> <ul style="list-style-type: none">• AW liked the crossword and word search in the Fire Safety booklet.• MC says p4 about smoking is clear and easy to read. Notes that tenants in her scheme do smoke in gardens. JX says cigarette bins in her scheme garden. ET suggests a designated smoking area. <u>Fire Safety Information Poster</u>

1.	<p>Housekeeping, Apologies and Introductions</p> <p>Everyone was welcomed to the meeting and new members were introduced to the Group.</p>
	<ul style="list-style-type: none"> • ET says information is clear
4.	<p>Mobility Scooter Feedback</p> <ul style="list-style-type: none"> • AW I liked the layout, language used and presentation of both Fire Safety And Mobility Scooter booklets as it is easy to understand • MC says text written clearly • p2, staff need to adopt uniform approach to requests for mobility scooter as various responses depending on attitude of each staff member. Need to ensure policy is applied uniformly as text suggests. Clear criteria and training for staff regarding issues such as storage and charging arrangements. • AH to ask Yvonne regarding procedure of testing Lifeline units. Do all 3 need testing (pendant, wall unit...) • Page 4, 3rd column, the email address is hyphenated at the end of a line (eg mobili-ty and pow-ered). AW asks if anyone would actually type these hyphens in the web address? • SC suggests on p4 point 3 give a reason for why mobility scooters in particular need PAT testing. • p5 are there available training courses for mobility scooters, could a link be provided? • p3, AH raises is it 20 working or calendar days for response? • p7 needs more detail about where to get a Tenants Alteration Request from • SC raises question about rules for storing electric bikes. Should there be a similar policy. *RdS to follow up. • SC suggests communicating why mobility scooters are not allowed at schemes e.g. width space in corridor • Communal sockets cannot be used to charge mobility scooter • Are future bungalows going to have outdoor sockets? Retrofitting.
	<p>Repairs Handbook, Homes and Service Standards and Strategy Consultation Feedback</p> <p>Provided feedback of the above at previous meeting</p> <p><u>Housing Strategy Consultation</u></p> <ul style="list-style-type: none"> • Not had updated document from Kim so AH provided powerpoint slides from previous Tenant Information Network.
5.	<p>Scrutiny Scoping Session</p> <ul style="list-style-type: none"> • AH informs that we can invite relevant staff members to interview • MC suggests repairs as issue. • JX suggests tenants shadow staff. AH indicated that this could come under mystery shopping in scrutiny review. • SC suggests scrutinising void properties. JX agrees as does RS and MC. • AH suggests comparing General Needs with and Independent Living. • SC proposes 3 meetings, 1 get info, 2 get experts 3 write report. • AH proposes evidence to be given in advance and between meetings and perhaps 4 meetings as a panel separate from TP, Task & Finish Group.

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	<ul style="list-style-type: none"> • Probably begin early October. • JX and ET says no to Wednesday. • SC prefers half days. AH says maximum 3 hours. • MC prefers mornings as does RS, perhaps start 10am, arrive at 9:30. • AH proposes Thursday 10th October first scrutiny meeting. 7th November second meeting. 12th December 3rd meeting.
7.	<p>ARCH Tenants Group Conference Thursday 3 October, New York Stadium, Rotherham ARCH Tenants Group Conference 2024 (mailchi.mp)</p> <p>JX expresses wariness with term 'neighbourhood champion'. SC proposes 'neighbourhood representative' instead.</p>
8.	<p>Engagement Update and Housing Delivery</p> <p>Engagement, 79 facebook group Housing News 3537 was 3506</p> <p><u>Dates for your diary</u></p> <ul style="list-style-type: none"> • Thursday 18th July, Housing Strategy Consultation at Chilwell Community Centre • Wednesday 24th July, Complaints Panel at Offices • Wednesday 24th July, Housing Strategy Consultation at St Mary's Church • Tuesday 6th August, Housing Strategy Consultation at Middle Street Resource Centre • Thursday 22nd August, Housing Strategy Consultation at Chayah Development Group • Wednesday 18th September, TP at Council Offices
10.	<p style="text-align: center;">Housing Strategy Consultation Thursday 18th July 2024 Chilwell Community Centre, 5.30pm – 7pm</p>

