

Tenant Panel Meeting
12.02.2025
10:00 am – 12:00 pm
Council Chambers, Council Offices, Beeston

Present:

DM, Tenant
 ST, Tenant
 MP, Tenant
 SC, Tenant,
 AW, Leaseholder
 RS, Tenant
 ET, Tenant
 MC, Tenant
 JL, Tenant
 CB, Tenant
 TS, Tenant
 April Hatcher, Engagement Manager
 Raoul de Sousa, Engagement Coordinator
 Andy Culshaw, Change Delivery Manager
 Vanessa Smith, Housing Portfolio Holder
 Gil Charlesworth, Tenant Liaison Officer

Apologies:

AK, 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 Following up from outstanding actions at previous meeting:</p> <ul style="list-style-type: none"> • AH explains how to claim back faulty work from contractor. Repairs will ask contractor to rectify works and won't pay for more. • Regarding EPC programme, GC explains that there is a survey programme Capital Works are currently undergoing. • ST asks what warm homes discount is. TS explains that based on certain eligibility criteria, energy supplier pays £100/month on energy bill. MP explains takes into account efficiency of the house. • SC clarifies in the minutes, when to find an answer to NBP's issue regarding servicing boilers. <i>*AH to chase up.</i> • People interested in being a service inspector, it will be explained later this month. • SC suggest introducing a school run slot for repairs as city council do (10am-2pm). 	
3.	<p>'Ask the right questions' Workshop – Andy Culshaw, Change Delivery Manager</p> <ul style="list-style-type: none"> • AC introduced himself to those and his job remit (asset management, repairs) for who had not met. 	

	<ul style="list-style-type: none"> • +AC would like to work on asset management strategy with tenants and get some feedback at a future session. • AC provided ideal flowchart of a 'right first time repair' • DM had prepared some questions already about scheduling. Who determines what counts as emergency repair? Amount of personnel in each trade. • CB asks level of experience of operatives. • TS believes last year was only one plumber for whole of Broxtowe. Why not recruit young people just qualified even though not experienced. AC agrees, what is succession plan. • DM questions where is Broxtowe within remuneration scales within Nottinghamshire, otherwise best talent will go to other areas. • AW considers whether work has been done to tenant's satisfaction. • AC suggests tenants should be asking what is current tenant satisfaction level. • TS distinguishes between satisfaction with Council versus contractors. • MP highlights that used to get satisfaction questionnaire after repair and should be reintroduced. • ST how are contractors managed • TS suggest contractors deliver the surveys themselves, which encourages contractor to be courteous. SC suggests survey being private allows honesty. • AC summarises questions and explains data he is interested in discovering: number/type repair requests, how many requests are allocated appointment, how many repairs completed in target, number of repairs per property-most/least visited properties, number of visits per repair, how many calls & emails received are answered, reason tenant getting in touch, how many jobs rescheduled, valid phone numbers, proportion jobs completed • TS suggests Council should have own in house locksmith. • DM ask whether regular duty system on call out of hours. What is condition and state of Broxtowe Council housing. • TS asks if you have list of good/bad tenants. TS believes have a direct line for repair centre. Do repairs customer service need more staff. • SC suggests Council don't have money for all these suggestions. <i>*SC reminds that need a graph when is the best time to call repairs to include in next Housing magazine.</i> • AC updates that in process of procuring new telephone system which will help collect data to understand areas for improvement. • AC informs that Council needs a better scheduling system and is compiling business case. • Asks Tenant Panel to come up with 3 provocative questions would like him or JW to focus on. • ST suggests in house organisation needs to be right to improve performance • MP says telephone system used to inform you of your position in the queue.
<p>4.</p>	<p>Customer Satisfaction Surveys - Gil Charlesworth, Tenant Liaison Officer – Capital Works</p>

	<ul style="list-style-type: none"> • GC provided copies of example customer satisfaction surveys from different organisations. Wants feedback on any parts of forms that would replicate • SC, surveys don't explain how to return forms. Prepaid envelopes would be good. • MC says too much information on these forms. • ST asks why equal opportunities on the back of United Living Form. GC explains relevant because of how data is collected. • ET thinks filling in form in front of contractor responsible is awkward/frightening. • <i>*SC points out that none forms have review date on them</i> • MP asks what ensures contractors give back negative forms if they are handed directly. They could throw away. • ET asks about illiteracy/language barrier/disability how will their opinion be captured. Can't be via written form. GC says would be picked up during handover. • ST suggests explaining that the form is to do with modernisations. Also space to include name and address. • GC says will include what job is being done. • Majority of tenants like Nationwide windows and doors example. Colourful, symbols easier to understand. • GC will return at a future Tenant Panel to review updated draft survey. • MP asks if there is a direct name and contact number given on the form. Should include details of team number so don't need to call Council number.
5.	<p>Cllr Vanessa Smith, Housing Portfolio Holder</p> <ul style="list-style-type: none"> • VS explained her role how it works being in the Cabinet • TS asks if she is involved in deciding what properties are built. VS explained that is more under remit of Milan Radulovic, leader of the Council, but Council can negotiate with developers to agree proportion of homes built are affordable housing. • <i>*AH suggests inviting KD to panel to explain how new builds work</i> • TS asks what happens to properties not included in this first round of solar panel modernisations. VS explains has to be a phased approach. • SC asked how does service review feedback to VS so that tenants can have an influence. AH explains that it will be sent to Housing Management Board and Overview and Scrutiny board for comment, so that VS can look at it as well. Once recommendations provided and been discussion senior manager and VS, she can take to Cabinet for approval. • AC asked what stood out most from discussions in meeting. VS says communication is the critical issue. Feels important to meet tenants directly not just speak to Council employees. Also interested in telephone system and the data exploring scale of issues. • ST asks why there is so much student accommodation in the borough. VS explains that planning regulation is much of the reason. Cannot refuse a planning application based on who is going to live in it. As long as developers want to build student accommodation, so VS believes near saturation point. SC interested in occupancy rate of student accommodation.

	<ul style="list-style-type: none"> • ST asks if developers build student accommodation built but then let to other professionals. • VS says will see what can be found out • ST says some assisted accommodation not big enough and needs modernising. Lack of 2 bedroom assisted accommodation. VS says exploring needs of property types which informs what properties to acquire and adaptations. • DM says houses of multiple occupation cause strain to local sewage systems, parking. VS says considering HMO is part of new Housing Strategy that was recently taken to Cabinet. 	
<p>6.</p>	<p>Engagement Update: elect a Chair, Service Inspectors Update, Housing Magazine Ideas for Summer</p> <p>TS agreed to chair on a trial basis for 6 months and MC still vice chair.</p> <ul style="list-style-type: none"> • TS judge photo competition <p>All received Housing Magazine need to start on summer edition.</p> <ul style="list-style-type: none"> • SC suggests a graph when is the best time to call repairs to include in next Housing magazine. • VS suggests tenants voices included. Tenant Spotlight. • SC article allotments, dogwalkers, what tenants ask at Councillor surgeries • Neighbourhood Champions, those that willing to share • Best volunteer competition, nominate • Feature on local charities (CAB) • List of Cabinet meetings <p>Tenant Panel Meet Up</p> <ul style="list-style-type: none"> • Discuss it at the next meeting <p>Service Inspector</p> <ul style="list-style-type: none"> • April will develop small working group to organise this <p>Cabinet Meetings</p> <ul style="list-style-type: none"> • Civic happy for tenants to attend meeting silently. Next meeting 11th March 6pm. People may prefer watching online • <i>*RdS to send ST and AW information about joining online and agenda.</i> <p>Engagement, 81 Facebook group Housing News 3612 was 3604 9 Tenants attended Thank You Party</p> <p><u>Dates for your diary</u></p> <ul style="list-style-type: none"> • Wednesday 26th February, Voids Visit, 10am -1pm, 	
<p>10.</p>	<p style="text-align: center;">Next Tenant Panel Meeting Wednesday 9 April Council Offices, Beeston 10am – 12pm</p>	