

**Tenant Panel Meeting**  
**15.01.2025**  
**10:00 am – 12:00 pm**  
**Council Chambers, Council Offices, Beeston**

**Present:**

DM, Tenant  
 ST, Tenant  
 AK, Tenant  
 SC, Tenant,  
 NBP, Tenant  
 JL, Tenant  
 CB, Tenant  
 TS, Tenant  
 April Hatcher, Engagement Manager  
 Raoul de Sousa, Engagement Coordinator  
 Andy Culshaw, Change Delivery Manager

**Apologies:**

MC, Tenant  
 ET, Tenant  
 RS, Tenant  
 AW, Leaseholder

1.	<p><b>Housekeeping, Apologies and Introductions</b>                  Everyone was welcomed to the meeting and new members were introduced to the Group.</p>
2.	<p><b>Notes of Last Meeting</b></p> <p>Following up from outstanding actions at previous meeting:</p> <ul style="list-style-type: none"> <li>• James Whiter says that there is recourse for claiming back if work is faulty.</li> <li>• Stephen Grimes provided an update regarding the planned modernisation programme of solar panels in in the borough. Utilising the Warm Homes Social Housing Fund, the bid closes end of February and if successful the work will start in summer. Not all streets due an upgrade as Capital Works have focussed on Energy Performance Certificate rating.</li> <li>• TS asks what if EPC rating not up to date, such as Markham Road. <i>*AH will clarify with Stephen Grimes</i></li> <li>• Government regulations on energy performance may be changing, affecting prioritising of streets. At this stage we are unable to advise which streets will be targeted in which financial year.</li> <li>• NBP says new boiler takes a long time to get up to heat. SC says she has same problem; it is because efficiency rating has been changed by Bosch. AH says will chat after the meeting.</li> <li>• Tenant Satisfaction Survey has now closed, currently examining results and can share at next Tenant Panel in February.</li> <li>• Service inspectors, looking to book in time to do a trial inspection with those interested in next 4 weeks.</li> </ul>

	<ul style="list-style-type: none"> <li>AH provided copies of upcoming tenant meetings for 2025.</li> </ul>	
3.	<p><b>Custom Recharges and Workshop – Andy Culshaw, Change Delivery Manager</b></p> <ul style="list-style-type: none"> <li>AC introduced himself, explained his role and asked what the tenants believed the panel to be</li> <li>SC asks whether no water classed as emergency if you are on a water metre?</li> <li>AC gives a flowchart example of ideal repairs process to illustrate his role. Diagnosis -&gt; Scheduling -&gt; Operatives</li> <li>Tenants give examples of how process can breakdown, lack of experience of contractor, contractors not giving tenants time to answer the door.</li> <li>ST suggests inspectors are often an unnecessary delay in the repairs process</li> <li>TS suggests showing tenants basics like where stopcocks are, labelling each room on fuse box</li> <li>AC suggests key area of improvement is scheduling element, as if work isn't done right first time, it comes back to scheduling team.</li> <li>Tenants get into groups of 3, AC provides an activity to schedule an example working day for 2 plumbers using post it notes to represent hour jobs on an empty diary. Then simulates a possible scenario and asks tenants to make a decision if a tenant is not in property.</li> <li>SC suggests ringing following job and seeing if operative can visit them early.</li> <li>ST suggests rescheduling the job for the next day</li> <li>If a job needs 2 operatives, TS suggests asking if other plumber is available</li> <li>Then 4 emergency jobs come in- NBP suggest prioritising those jobs.</li> <li>Plumber 2 has to take emergency leave- ST suggests get another person in.</li> <li>AC explains: 2 schedulers, 30 operatives, 10,000 annual repairs, 4,000 annual compliance, caretakers diaries, during annual leave just 1 scheduler 12 weeks.</li> <li>Scheduling system is manual, so what is demand vs capacity.</li> <li>Solution- extra resource, new software</li> <li>AC explains that they are examining repairs, compliance (currently spread between 3 departments), asset management strategy, tenant satisfaction, colleague engagement, systems/IT/date management.</li> <li>AC shows a diagram of the structure of the Council</li> <li>SC suggest management structure of Council may have too much management and not enough workers</li> <li>ST suggests when property initially offered, do a thorough survey of voids and sort problems in one go</li> <li>TS suggests tenants need to be responsible for letting Council know if they not available in property for repair. AC suggests it would help if tenants could notify repairs that not in.</li> <li>NBP asks why Council do not have modern IT system. AC surprised that scheduling system so manual and looking into procurement for more automated system.</li> </ul>	

	<ul style="list-style-type: none"> <li>NBP asks why Council don't have their own Occupational Therapist. AC says <i>will look into it</i></li> </ul>	
4.	<p><b>WEBINAR - Housing Ombudsman - Annual Complaints Review</b></p> <ul style="list-style-type: none"> <li>DM asks how devolution deal will affect Broxtowe- <i>AH can share at a future meeting.</i></li> <li>NBP asks whether tenants can have tenant only meetings AH explains that a member of staff would have to be present but wouldn't need to speak.</li> <li>TS asks when opportunity to share about previous meetings if have thoughts after the meeting. Such as customer with additional needs policy, has thought of some ideas following meeting.</li> <li>SC asked for feedback on the Customer with Additional Needs Policy once its gone through Cabinet</li> <li>SC says the Voids Service Review had to focus on lettable standards rather than process like tenants requested. SC questions whether the direction of scrutiny is being shaped by staff rather than tenants.</li> <li>AH explains that reason for choosing lettable was staff shortages.</li> <li>AC suggests that what gets measured, gets managed.</li> </ul>	
5.	<p><b>New Year's Thank You Party- 29<sup>th</sup> January, 12-3pm, Beeston Social</b></p> <ul style="list-style-type: none"> <li>AH asks whether prefer pizza or tapas package</li> <li>Majority prefer tapas</li> </ul> <p><i>*RdS will send out information and ask allergies.</i></p>	
6.	<p><b>Engagement Update and Housing Delivery</b></p> <p>Engagement, 80 Facebook group Housing News 3604 was 3579 In Quarter 3, interacted with 189 residents In Quarter 3, Activities Coordinators interacted 3034 residents.</p> <p>Tenant Information Network paused for the time being and reviewing better format.</p> <p><u>Dates for your diary</u></p> <ul style="list-style-type: none"> <li>Thursday 30<sup>th</sup> January, Voids Service Review, 10am -12pm, Council Offices</li> <li>Wednesday 22nd January, Complaints Panel, 1pm-3pm at Offices, Beeston</li> </ul> <p>Could invite Cllr Vanessa Smith, portfolio holder for Housing to a meeting AC suggests for the next Tenant Panel delivering a session on what questions tenants should ask to hold managers to account</p>	
10.	<p style="text-align: center;"><b>Next Tenant Panel Meeting</b> Wednesday 12 February Council Offices, Beeston 10am – 12pm</p>	