

Tenant Panel Meeting
13.11.2024
10:00 am – 12:00 pm
Council Chambers, Council Offices, Beeston

Present:

DM, Tenant
ST, Tenant
MP, Tenant
CG, Tenant
SC, Tenant,
ET, Tenant
JL, Tenant
CB, Tenant
TS, Tenant
RS, Tenant
April Hatcher, Engagement Manager
Raoul de Sousa, Engagement Coordinator

Apologies:

MC, Tenant
JX, Tenant
MH, Tenant

1.	Housekeeping, Apologies and Introductions Everyone was welcomed to the meeting and new members were introduced to the Group.	
2.	Notes of Last Meeting Following up from outstanding actions at previous meeting: <ul style="list-style-type: none">• Stephen Grimes gave an update regarding the planned modernisation programme of solar panels in Independent Living Schemes in the borough. He explained that Capital Works' plan is to conduct a survey of solar panels around the Borough to check for condition and performance. A programme will then be developed from that. A few at Bexhill Court have already been identified as not working and will be instructed for replacement.• RdS shared information around Severn Trent's the 'Big Difference Scheme', savings of up to 70% off water bills for those eligible. RdS spoke to staff at Severn Trent at evening meeting at Bexhill Court and got details of Severn Trent staff with more experience• MP shared that if you are a low user of water, it will not be cost effective to join the Big Difference Scheme.• AH printed out some information about government definition of what constitutes 'affordable housing'• RdS to chase up Capital Works program for energy efficiency. RS explained that Capital Works are finalising program of work for next financial year currently.	

3.	<p>Customers with Additional Support Needs Policy</p> <ul style="list-style-type: none"> • RS: The policy in its current form is quite minimal, will be redrafted and looking for comments • RS explained that current title was chosen as “customers” to cover wide group of people including tenants, leaseholders, residents and “additional support needs” was to avoid negative connotations of ‘vulnerable’. • TS and JL saw no issue with vulnerable as an inclusive term of many mental and physical conditions. • ET was wary of the association of vulnerability with helplessness. • SC believes current title implies you will be given a mobility aid. • MP suggests ‘clients’ rather than customers. • DM and ST agree that ‘vulnerable’ is an inclusive term. • RS suggests that using word vulnerable would avoid need for specifying group of people (customer, client...) • BU: Customer policy- 5.1 is not called retirement living anymore. It’s now Independent Living. • SC said “learning disability” is outdated term. Should align with mental health services definition. • TS highlighted that autism is not included in list of additional needs. • AH shared that neurodivergence is not a problem but might be worth giving staff training on neurodiversity. RS gave example of a tenant with autism may prefer a higher level of detail than other tenants, so relevant to how we deliver our services. • SC asked if the references on p4 to Equality Act already makes allowances for adapting services to an individual’s needs. • RS many more of our tenants has additional needs as they are likely to be higher banding so will be awarded houses more quickly. • DM wary that priority banding system susceptible to manipulation. RS explains that all applications need evidence from a professional to demonstrate priority. MP worries that Council properties only allocated to those with high level priority such as disability. Should a certain percentage be reserved for lower bandings? RS not aware if other Councils do this. AH suggests we can bring allocations policy to a future Tenant Panel. RS suggests Kim Dawson could provide information about shared ownership, discounted sales at future meeting. • MP disagrees as has witnessed a neighbours with disability that has seen performing physical tasks. RS explains that tenants assume they know reasons that people are offered a house. It is common to hear this concern from tenants that people have been offered houses for disability yet have physical ability, but that is not necessarily reason why house has been offered. AH explains that not all disabilities are visible. • ST states that if all Councils have to follow government legislation, policies at different Councils should be the same. ST believes Broxtowe does not have computer friendly policies. Other Councils have better systems. ST feels there should be standard procedure on how documents are issued and prepared. RS explains that we do see how other Councils write policies but we have to apply legislation in the way that our legal team are comfortable in 	

	<p>applying that. RS shares that was an issue previously regarding mutual exchanges where mistakes were propagated due to copying an error from a Council. AH suggests in future when sharing policies, we could provide links to other Councils to give comparison.</p> <ul style="list-style-type: none"> • ST worried that scrutiny committee composed of Councillors and he is not confident they understand how to run things efficiently. He offered to give a talk with his business background. • DM believes neighbourhood champions should be promoted as if they know local area can be useful source of information directly from tenants. AH suggest will need to do more promotion. • TS Council are not forthcoming in helping people with disability. For example mobility scooters have to be kept outside due to flammable batteries. But Council do not help with widening gates for access. Asks if when adaptations done in house, no longer classed as family home. RS answered that when we do adaptations, we now plumb it so that it is easily reversible to remove wetroom and put bathroom back in. So, does not automatically remove house from general stock. RS explained that if we already have property with adaptations we try and offer incentives to get people to move into already adapted properties. RS agreed relevant to align adaptations policy with customers with additional needs policy. • SC asked if tenants have to pay for their own adaptations if they live in Council properties. RS explained that yes if it is a Council property and if not it is paid for through disabled facilities grant, which is administered by Nottingham County Council. Still rely on occupation health reports and appointments. We try and future proof works, so that for example children with disabilities, we consider how needs may develop with change. • AH says any other questions email to RdS and can pass on to RS. • SC asks why policies reference 'Council'. The procedure would delineate who specifically would do it. • ST asks why Council asks people to sign disclaimers not accepting damage to furniture when moving belongings if they are disabled. RS explains that it is quite standard practice for companies moving furniture. 	
4.	<p>Service Inspectors – Block Cleaning</p> <ul style="list-style-type: none"> • AH explains that this was mentioned at previous Tenant Panel, but we are examining today. Before Covid we had block cleaning, but it is being brought back to general needs blocks. We have a new cleaning team leader. • Every general housing block on a rota for caretakers to clean. Every 3 weeks, others every 2 weeks. • SC asks if now Oakland Court is on cleaning rota since it has been redesignated. ST says Tattershall now general needs and communal block has not been cleaned. RdS to chase up. • AH asks if people would like to visit a block after it has been cleaned? <i>ST, DM, CB, JL interested.</i> Would not have the checklist with us and after would compare and see if anything missing. • Requests feedback on how poster can be updated. SC, TS suggests clear and to the point. • MP asks where it will be published? TS suggests putting in noticeboards at the blocks that are being cleaned or post in tenant's doors. • Asks if any more information is required on checklist. 	

	<ul style="list-style-type: none"> • AH explains that tenants pay service charge for cleaning of communal areas, so we need to verify quality. • Regarding checklist, SC suggest the information is not relevant to general needs blocks. • JL suggests corridors, stairwells and lobby still relevant. • ET suggests including bin stores in the checklist. • ST suggest including an issue so you know which version. This would be first issue. • MP agrees still need to sign your name once you have inspected. • TS wonders if caretakers still loan garden equipment. RdS to follow up. • ST asks if the role is paid for. AH says no. • AH suggests it is a conversation about role of payment in incentivising volunteers. MP suggests lucky dip. ST thinks small monetary incentives might be worthwhile. SC worries that it might encourage people only interested in money. TS believes that being on panel is reward enough. • <i>*Actions: ST, DM, CB, JL visit one of the blocks soon after it is meant to have been cleaned</i> • <i>*Develop promotions surrounding service inspectors and recruit.</i> 	
5.	<p>Tenant Satisfaction Measures – Action Plan Update</p> <ul style="list-style-type: none"> • ET appreciates the requirement for ‘good’ repairs. • Operatives do not give paper forms give feedback only online surveys now. Operatives should ask if people want paper forms and repairs could send one out. • Andy Caulshaw coming to January Tenant Panel. • ST say Bagley and Jenkins not good at dealing with mould. Is there any recourse for claiming back for faulty work from subcontractors? AH to chase up. • AH explains what the contact relationship module in Open Housing is. • AH informs that new online repairs form is live and should result in shorter time for Council to get back in touch. • ST asks if portion of meeting to discuss responses to questions that people have emailed • Tenant Satisfaction Surveys coming out soon. We are using Acuity again. 	
6.	<p>Engagement Update and Housing Delivery</p> <p>Engagement, 79 facebook group Housing News 3579 was 3549 In Quarter 2, interacted with 173 residents In Quarter 2 AC interacted 3292 residents.</p> <p>At the Christmas Lights Events, AH, Yvonne Weightman and Theresa Seymour in Eastwood, Kim Dawson, RdS, Louise Gealy in Beeston.</p> <p>Next complaints Panel Wed 22 January, 1-3pm.</p>	

	<p>Shared about gas safety, right to repair, first complaints panel Scrutiny panel on voids policy meeting in October</p> <p>Tenant Panel Christmas get together. Meeting in the afternoon. 12-3pm drop in. Awards?</p> <p>Unfortunately, AH shared that Clair Lane very sadly died at the weekend. If anybody would like to share words.</p> <p>29th January, 12-3pm new year party. <i>*RdS will send out information and ask allergies.</i></p> <p><u>Dates for your diary</u></p> <ul style="list-style-type: none"> • Thursday 12th December, Scrutiny meeting, 10am -1pm, Council Offices • Thursday 12th December, Tenant Information Network, Trowell Parish Hall, 5:30-7pm <p>Wednesday 22nd January, Complaints Panel, 1pm-3pm at Offices, Beeston</p>	
<p>7.</p>	<p style="text-align: center;">Tenant Information Network Thursday 12th December 5.30pm- 7pm at Trowell Parish Hall, NG9 3QA Talk from Repairs Team Next Tenant Panel Meeting Wednesday 15 January Council Offices, Beeston 10am – 12pm</p>	