

Tenant Scrutiny Meeting

Monday 6th February 2023, 10:30am at Springwell Gardens Community Centre

Attendees

David Ramsden, Wendy Birch, Winnie Billups, Keith Stringer, Ann Hitchens, Mary Jacques, Billy Wilson, Callie Lamb, Rebecca Morrison, Phil Hayes, Laura Swift

1	Welcome, introductions and apologies Introductions were made. Apologies have been received from Julie Sharp, Sam Sharp, Winston Cook, Ella Webster, Andy Lumb.	
2	Minutes and actions from last meeting Callie was sent all of the previous tenant scrutiny documents and action plans. Communications was raised at the January HIP (Housing Involvement Panel) meeting. Paul Walsh and Lynsey Skidmore have the action plan but it needs to be confirmed. Phil will continue to push this. Rebecca will draft an email.	PH RM
3	Voids investigation – visits Tenants who attended the void visits felt there were too many people in 1 property. 2 of the properties were in really bad order and felt it surprising how much work goes into some of the properties by the Council just to get the properties empty and in an acceptable condition. Notes have been made about the properties and some photos have been taken. Phil found out about the availability to visit two days before the void visits. Ann, Winnie, Keith and Wendy are happy to go again to view properties. Next time we will have 2 tenants per property. We would like to see a total of 10 properties in total. Billy will go through Phil and Laura to arrange. In the previous meeting Thursday afternoons was a good time for everyone, this is still the case. The panel feels they have enough information on the first 3 properties viewed.	BW

<p>4</p>	<p>Voids investigation – council information</p> <p>Billy has not received any negative information from new tenants on spot checks / cleaning standards.</p> <p>An advertisement has been released for the current vacancy of Neil's old role.</p> <p><u>Termination of tenancy letters</u></p> <p>Billy said the letters were most likely reviewed with the implement of the Northgate System and would have been reviewed by Lynsey Mould and her team.</p> <p>On the 'request to end your council tenancy' letter, the panel suggested using notification instead of request. The panel was happy with the ' confirmation of notice to end your council tenancy' however the attached document which accompanies the letter is quite wordy with jargon. Some of the information is confusing.</p> <p>The letters say 'must' as it is a contractual obligation.</p> <p>PH suggested a workshop on the letter. Billy said inviting Lynsey along to the workshop would be useful. The panel could have a 30 minute workshop and invite Lynsey along afterwards. The letter could be sent out to a few tenants.</p> <p>Rebecca will draft what feedback we want from the letter and send out.</p>	<p>RM</p>
<p>5</p>	<p>Void Investigation – next steps</p> <p>Ann asked how long the tenant has to make their mind up on whether they want a property, Callie wasn't sure whether there is a deadline but a lot of the time the tenant signs up at the time of viewing.</p> <p>The panel went through the survey. There is a typing error on the first page - 'can not'. Question 11 will be changed to 'Did anyone from the council tell you about the standard/conditions to expect when you moved in?', question 13 will be changed to 'did you know who to contact in the council if there was a problem with your new home?'. </p> <p>Whether the tenant had been made aware of tenant involvement opportunities will not be added to the survey as this is done at the welcome visit which wouldn't have taken place at this point in the tenant's journey.</p> <p>A question was raised whether officers would help tenants with packing. E.G if the tenant requires assistance to move into a new home. This does not take place.</p>	

	<p>A question on if major work was due within 1 year the tenant would prefer to have the work done before moving in, delaying the move will be added. Major works include a new bathroom or kitchen.</p> <p>The survey will be sent out online. we will speak with Jess Sarracco as she may be able to help with the mailing list. The survey will be for tenants who have been in their new home for up to 6 months.</p> <p><u>Timeline</u> Benchmarking will be pushed back as this will be done after feedback from void viewings. We should catch back up at the end of the investigation and should hopefully be done in July.</p> <p><u>Planning for next meeting</u></p> <p>Rebecca will contact Billy about arranging a meeting with the cleaning team. We could have results from surveys back by the next meeting, if not, then by April.</p> <p>We should hopefully hear from Sue for the Communications investigation, have feedback from visits and have an update on spot checks.</p>	RM
6	<p>Communications Investigation</p> <p>This will take place at a later date.</p>	
7	<p>Any other business</p> <p>Laura will send Billy meeting invites until the end of Summer.</p> <p>Phil thanked the panel for giving up their time at short notice.</p>	LS