

Tenant Scrutiny Meeting

Monday 9th January 2023, 10:30am at Springwell Gardens Community Centre

Attendees

David Ramsden, Wendy Birch, Winnie Billups, Mohammed Ramzan Bashir, Keith Stringer, Ann Hitchens, Callie Lamb, Rebecca Morrison, Phil Hayes, Laura Swift

1	Welcome, introduction and apologies Apologies have been received from Julie Sharp, Sam Sharp, Jo Workman, Mary Jacques and Frank Rees. Introductions were made.	
2	Minutes and actions from last meeting The 'Guide to your home' brochure includes moving into a new home but mainly includes information on gas and electricity. There is room for improvement.	
3	Planning our investigation Tenancy visit The panel would be happy to go on a tenancy visit. It will be useful to see how it has been improved. Callie said there will be space constraints in the properties. 3 teams of 2 tenants will view the properties, on preferably Tuesdays or Thursdays afternoons. Rebecca has created a checklist of things to look at. The forms do not need to be taken with tenants. Callie will follow-up with Billy for dates to view 9 properties. Callie said to make sure the letter box is present as these are sometimes removed. Legislation Homes must meet the minimum standards for housing, including being in a reasonable state of repair, reasonably modern facilities – a kitchen which is 20 years old or newer and a bathroom 30 years old or newer, Rebecca said this was quite old – the home should have noise insulation and a reasonable degree of thermal comfort. Communications The panel looked over the lettable standard documents for tenants from other providers. Rotherham Council does not have one in place.	CL

	<p>The panel felt it would be beneficial to have a document in place, with the preference being the Shropshire Council document.</p> <p>Cleaning staff The panel decided to interview cleaning staff after the properties have been viewed. A meeting can take place with cleaning staff in April/May. Cleaning standard will be deferred to the meeting before interviewing staff.</p> <p>Feedback on spot checks will be gathered for the next meeting. Callie will ask Billy for this.</p> <p>Letters The panel will review these for the next meeting. Phil said to consider the tone and content of the letters.</p> <p>Welcome Visit Form Welcome visit forms are completed 6-8 weeks after the tenant has moved in. some people decorate before they move in, after 2 attempted visits the form will go to Housing Officers to complete with the tenant. The panel raised the query of how the voids team know the tenant is satisfied.</p> <p>The welcome visit form will not be included in the tenant scrutiny.</p> <p>Feedback from 20-30 tenants on how they felt moving into their new home would be beneficial for the review. Questions which we would like to ask have been, Callie will speak to Billy about feedback.</p> <p>Keith suggested adding a question – ‘have you been made aware of tenant involvement opportunities?’ This will be added.</p> <p>Complaints Some of the complaints Billy sent seem to be quite serious. We will ask Stuart Purcell for an updated list of complaints towards the end of the review.</p> <p>Benchmarking The panel will come back to benchmarking at the next meeting.</p>	<p>CL</p> <p>CL</p>
<p>4</p>	<p>Any other business</p> <p>Sue Shelley will be invited to the February meeting for the Communications review. An action plan will be needed. Rebecca will send Callie previous action plans for Sue’s reference.</p> <p>Phil will send Callie previous tenant scrutiny reports that have been completed.</p>	<p>RM</p> <p>PH</p>

	Daniel Peck will be moved to the April/May meeting.	
5	Next meeting The next meeting will be on Monday 6 th February 2023, 10:30 at Springwell Gardens Community Centre.	