

## Tenant Scrutiny Meeting

Monday 13<sup>th</sup> March 2023, 10:30am at Springwell Gardens Community Centre

### Attendees

David Ramsden, Winnie Billups, Keith Stringer, Ann Hitchens, Mary Jacques, Frank Rees, Winston Cook, Jo Workman, Donna Draper, Billy Wilson, Jemma Davenport, Mark Ryalls, Claire Tester, Callie Lamb, Rebecca Morrison, Phil Hayes, Laura Swift

<b>1</b>	<b>Welcome, introductions and apologies</b>  Introductions were made.  Apologies have been received from Julie Sharp, Sam Sharp, Wendy Birch, Mo Ramzan, Andy Lumb.	
<b>2</b>	<b>Minutes and actions from last meeting</b>  No comments were made on the previous minutes.  Lynsey could not make this meeting so Phil has the communications action plan to go through.  Louise Edwards will be attending the next meeting.	
<b>3</b>	<b>Update on visits made</b>  Mary and Keith went to see 2 properties, the house viewed looked like damage had been caused in spite as there were clumps of cement on the wall. Ann and Winnie have also been to see 2 properties.  The panel have documented their findings, notes have been made but the tick sheet was not used as some of the questions did not seem relevant. Photos were not taken however Billy said some photos should be on file.  8 properties in total have been viewed, no more 1 <sup>st</sup> visits will take place. 2 <sup>nd</sup> visits will start to be arranged as they become ready.  4 properties are ready to be viewed, they have also been cleaned. Cleaning takes place immediately after repairs.  Winnie said the people who clear and clean properties need appreciation as the state of some of the properties are appalling. The rest of the panel agrees.	

	<p>Phil thanked the panel members who visited properties and the RMBC who showed us around.</p> <p>We need the notes for the report they can be sent to Rebecca after the 2<sup>nd</sup> visit, if not already sent.</p>	
<b>4</b>	<p><b>Update on survey distribution</b></p> <p>The surveys have been circulated. Only 3 responses have been gathered, we would need around 30.</p> <p>Billie will chase with RMBC officers.</p> <p>The link will be sent to Winston and Jo.</p>	LS
<b>5</b>	<p><b>Termination letters</b></p> <p>Jemma said all the letters were reviewed last year.</p> <p>The panel went through each letter and accompanying documents and gave their thoughts.</p>	
<b>6</b>	<p><b>Conclude workshop</b></p> <p>Laura will compile the comments from the letters onto a separate document.</p> <p>David said there is another version of the second letter for when the tenant passes away, the letter is sent to their family member. This letter isn't being looked at however Jemma said the letter is very similar.</p> <p>Officers said some of the wording has been imposed by the legal team and it reflects the tenancy agreement.</p>	LS
<b>7</b>	<p><b>Communications investigation</b></p> <p>The panel received a copy of the Communications action plan.</p> <p>Letters were reviewed in September 2021. These should be reviewed again by the end of September 2023.</p> <p>If anyone is interested in the tenant communications group Phil can follow up.</p> <p>Phil will email the action plan to Julie as the section regarding complements and complaints relate to accessibility.</p>	PH

	<p>Claire would like to deliver a 2 hour training programme which will be delivered to managers, who will then deliver it to their staff. The programme should be completed by early Summer.</p> <p>The scenarios Claire currently has planned are; bereavement, unannounced visits, mental health awareness/support, unkempt gardens and rent arrears.</p> <p>A meeting will be arranged to get tenant input on the training programme. Winston, Jo, Mary, Winnie, Ann and Keith would like to get involved, Laura will liaise with Claire to get a meeting arranged.</p>	LS
<b>8</b>	<p><b>Forward Plan</b></p> <p>None.</p>	
<b>9</b>	<p><b>Any other business</b></p> <p>None.</p>	
	<p><b>Next meeting date</b></p> <p>The next meeting will be on Monday 17<sup>th</sup> April 2023, 10am at Springwell Gardens Community Centre.</p>	