

Tenant Scrutiny Meeting

Monday 15th May 2023, 10:30am at Springwell Gardens Community Centre

Attendees

David Ramsden, Winnie Billups, Ann Hitchens, Julie Sharp, Sam Sharp, Keith Stringer, Jo Workman, Barry Dealey, Daniel Peck, Claire Tester, Jayne Oates, Callie Lamb, Phil Hayes, Rebecca Morrison, Laura Swift

1	Welcome, introductions and apologies Introductions were made. Apologies have been received from Donna Draper, Wendy Birch and James Smith.	
2	Minutes and actions from last meeting The minutes were read through. Phil asked whether anyone would be interested in a monthly online meeting with James Smith. Sam, Julie, Barry and Jo are interested. Phil will ask whether it is possible to include a paper-based option as Winnie and Ann would like to get involved but can't do online meetings. The cleaning checklist was sent out with the minutes. Feedback from the leaflet has been sent back to the Council.	
3	Voids – final feedback on visits made Any notes and comments from visits should be sent to Rebecca. Winnie reported that the level of cleaning at the properties last week were lacking and didn't appear to match the cleaning checklist or what Louise was saying at the last meeting. Louise will be invited back to a meeting along with Andy. Quite a few of the properties still had carpet grippers down, Billy has previously said that both carpet and grippers are taken up. The videos are when the work and cleaning had been completed but before any final visits by tenant scrutiny members.	

	<p>Questions were raised whether potential tenants can get more information such as room dimensions. Julie said dimensions are on the Key Choices website.</p> <p>The panel didn't feel that the videos were clear or detailed enough to view or comment on the cleanliness and the work done on the property.</p> <p>Winnie commented that on some second viewings light fittings were stained yellow by nicotine and it was still there after cleaning and properties had dust and dirt in the grippers.</p> <p>On the video filled walls were not smooth. Should the tenant be smoothing the walls?</p> <p>It would be useful to know how many times workers go into the property after it has been cleaned.</p> <p>Due to the staff shortages, not as many audits took place. Callie suggested inviting Neil Musgrove to a future meeting.</p> <p>Barry queried whether it was ward related as his property was perfect. 2 empty properties near Barry have been visited by cleaners 2-3 times each.</p> <p>Kirklees go and see every property prior to re-letting.</p> <p>The panel queried how visits are scheduled? Are they visited efficiently.</p> <p>Callie will send a distinction of what areas are north, central, and south of the borough.</p>	CL
4	<p>Voids – survey results</p> <p>The panel went through the survey results.</p> <p>200 surveys were sent out and we received 31 responses, most respondents are under 55. Most people didn't say what area they lived in, of the respondents who did say their area the majority were from Rotherham South. The majority of responses moved in this April.</p> <p>Satisfaction with new home – 65% of respondents were satisfied (20 people) with 45% being very satisfied (14 people). 26% scored less than 5 (8 people) with 16% being very dissatisfied (5 people). There was no relationship between satisfaction and the areas or ages of respondents.</p> <p>Areas – no one was dissatisfied who said they were in Rotherham North.</p>	

	<p>Cleanliness – 55% said their new home was either clean or very clean, 29% said either very unclean or not very clean. The other 16% said their new home was either 'ok' or 'other'.</p> <p>The majority of unclean homes were reported by those who didn't want to share where they lived. The majority of people who found their homes unclean were below the age of 44. 40% of all under 35s and 57% of all 35-44 year olds were unhappy with the cleaning standard.</p> <p>Some comments received included the property having pet hair behind the radiators and glass being on the floor.</p> <p>Repairs – 52% of respondents reported that there were still some repairs to be carried out with the majority reported as being plumbing, followed by doors and windows.</p> <p>Sam queried whether there was a checklist for repairs to make sure everything that needs to be done is repaired or replaced. Jo added if the water is switched off, they might not necessarily know there is an issue with plumbing.</p> <p>Over 50% of new tenants were not told about outstanding repairs. Most people (48%) said if a new kitchen or bathroom was due within a year they would prefer to move in and have the work done in a years' time. 24% said they would like to have been consulted on whether to move in or delay moving in.</p> <p>Safety - The majority of respondents said they feel safe in their new home.</p> <p>One of the safety concerns was rusty nails sticking up on a deck, the panel questioned whose responsibility that would be. Daniel said there would have been an arrangement in place when the tenant signed for the property. Decking will not be Rotherham Council's responsibility to maintain.</p> <p>Housing standard – only 36% of tenants said they were told about the housing standard to expect.</p>	
5	<p>Voids – update on benchmarking</p> <p>Rebecca will follow up with Council freedom of information teams.</p>	RM
6	<p>Voids – further questions for officers</p> <p>Rebecca will send the questions to Andy Lumb.</p>	RM
7	<p>Aids and Adaptations update</p>	

	<p>Daisy is working on a consultation for the policy. The old policy is being scrapped and re-written. It was last written in 2015.</p> <p>Daniel said the Council will have a policy by the end of the year for aids and adaptations.</p> <p>All the officers are now permanent. The OT (occupational therapist) waitlist is now down, this is due to the job post of trusted assessor. The council are looking at making the best use of council stock.</p> <p>The consultation will be sent out to the panel, to be returned by 19th May.</p> <p>A provider has been chosen for the IT system; the new system will be live in December. The foundations case manager will be looking at the webpage.</p>	
8	<p>Communications – action plan update</p> <p>The panel felt the working on the action plan was difficult to understand and not suitable for tenants. Phil will ask if the jargon and acronyms can be removed to make it more tenant friendly. Phil also suggested training on the action plan at a future meeting.</p>	
9	<p>Any other business</p> <p>Claire would like some videos on assumptions of being a council tenant for the training session for Council staff. If any tenants are happy to film their experiences, please stay behind at the end of the meeting.</p> <p>Daniel will be invited to the November meeting for an update on aids and adaptations. Andy and Louise will be invited to the next meeting to discuss voids and the cleanliness. Feedback on complaints would be useful and whether Stuart Purcell has received any complaints.</p> <p>45 minutes will be on the agenda for Claire.</p>	
	<p>Next meeting date</p> <p>The next meeting will be on Monday 12th June 2023, 10am at Springwell Gardens Community Centre.</p>	