

Tenant Scrutiny Meeting

Monday 13th November 2023, 10:00am at Springwell Gardens Community Centre

Attendees

David Ramsden, Winnie Billups, Keith Stringer, Barry Dealey, Ann Hitchens, James Smith, Phil Hayes, Rebecca Morrison, Dean Borrill, Andy Lumb, Laura Swift

1	Welcome, introductions and apologies David welcomed everyone to the meeting, introductions were made. There were no declarations of interest. Apologies have been received from Julie Sharp, Sam Sharp, Mary Jacques, Callie Lamb and Daniel Peck. Panel members should complete a declaration of interest form for this investigation.	
2	Minutes and actions from last meeting The minutes were read through. There are no updates.	
3	Aids and Adaptations If we don't hear back from Daniel by the end of the week, Rebecca will chase Daniel up next week. Phil said the policy looks good and should be more of a formality signing it off rather than scrutinising it.	
4	New tenant support The 'a place of your own' training receives good feedback and is operating in line with tenant needs. We have reviewed the furniture scheme. Rebecca has looked at the information available for new tenants and Rotherham isn't bad. James has created a new tenants survey for feedback. A paper version can be created to go out with Rachel and Rob.	

	<p>In the text before the start of the survey the communications team have removed that the survey is anonymous, James will follow this up.</p> <p>A 'not sure' option needs to be added to question 9, 'If you viewed your home in person, did someone come with you?'. Question 16 will be reworded to 'did you attend the tenancy support course called a place of your own?'. Question 26 option of 'a few years' will be changed to 'permanently'.</p> <p>The deadline for the survey will be 8th December.</p> <p>Rebecca has not received any information back from the finance team. We wanted a summary of the timescales.</p>	
<p>5</p>	<p>New tenant support – Sustainability of tenancies</p> <p>Winnie said it would be useful to know how many tenants are unhappy with the property once they get there. This should hopefully be picked up by the survey.</p> <p>Rebecca will ask for the cost of the videos and the hourly rate of staff to investigate whether the videos are good value for money.</p> <p>We need more information on how the service measures sustainability.</p> <p>The panel needs the number of how many new tenancies for the same time period of the furniture scheme statistics.</p> <p>Andy and Dean will provide a list of what details are available on Benchmark and we will select what information we want for the investigation.</p>	
<p>6</p>	<p>Void lettable standards</p> <p>Recommendation 1 – Uncap target Dean will provide a process map to the panel. Heaters can be provided to tenants when needed, the engineer would uncap the gas but if it cannot be uncapped for any reason, such as the gas failing, heaters would be left.</p> <p>Recommendation 2 – Lettable standard review Doors will be installed with a spyhole. All carpet grippers will be removed. Thorough checks are taking place on properties to ensure they are not being left in an unsafe state.</p> <p>There isn't a decorating allowance.</p> <p>Recommendation 3 – Publicise lettable standards</p>	

Publicising lettable standards is being worked on. Dean said they are developing an easy-to-read bullet pointed document for tenants. Andy said he will come back in March 2024 to share the lettable standards document and sign it off.

Recommendation 4 – Outstanding repairs as move in

It is a priority for all repairs to be handed over. Educating tenants in outstanding repairs / repairs carried over will be part of the lettable standards. The plastering disclaimer will be extended to include damp and mould.

Dean said they are looking at including radiators and boilers as part of the checks.

Tenants will be informed of ongoing repairs and given a timeframe.

Recommendation 5 – Plumbing and heating issues

When a property first comes into the Voids team, an inspection takes place. This has been in place for 4-5 months.

A full check takes place on heating prior to capping and checks are done on all running taps.

Recommendation 6 – Clear properties before cleaning

Mediquip is still an ongoing issue, Dean will be contacting Mediquip to discuss the process and it should improve with better communication and a better relationship.

A process has been put in place to ensure contractors are not in the property when cleaners arrive, cleaners will not be sent to a property/made aware until the next day.

Recommendation 7 – Sub-standard repairs

What is taking time in major works is being looked into. Benchmarking is ongoing. Repairs have been added to the voids monthly meeting agendas.

Recommendation 8 – customer feedback

Feedback is ongoing.

Recommendation 9 – cleaning staff working conditions

The cleaning chemicals used are most effective in cold water and risk assessments have been carried out.

Cleaners now have special dusters for cleaning behind radiators.

Recommendation 10 – tenancy termination letters

Jemma Davenport is looking at the tenancy termination letters.

7	Planning for next meeting Dean will come back to update the panel on the voids lettable standards action plan in February/March and will let the panel know when he is available to attend. Andy will be attending the meeting in December.	
8	Any other business The leaflet for communications has been produced. The panel will review this before the next meeting.	
	Next meeting date The next meeting will be on Monday 11 th December 2023, 10.30am at Springwell Gardens Community Centre.	