

Tenant Scrutiny Meeting

Monday 12th February 2024, 10:30am at Springwell Gardens Community Centre

Attendees

David Ramsden, Keith Stringer, Jo Workman, Ann Hitchens, Mary Jacques, Daniel Cowley, Phil Hayes, Rebecca Morrison, Sarah Fletcher

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 Callie Lamb, James Smith, Winnie Billups, Julie Sharp, Sam Sharp, Wendy Birch.	
2	Minutes and actions from last meeting The minutes were read through.	
3	Communications Implement an “its okay to complain” campaign. Due to timings of white paper and other internal regulations. Recommend we wait until all these things are in place before we run the campaign. James Smith will give regular updates as to progress to this group. AH raised that not all tenants online, what’s going to happen with call centre – are they going to be aware of these changes. A piece will go into the home matters magazine to update tenants. The group suggested a dedicated phone number for repairs.	
4	Aids and Adaptions Someone from the team was due to the group today however no officer came. User friendly leaflet, easy read is being prepared. It is nearly ready for sharing with tenants with view to getting feedback before fully rolling out. Rebecca will follow up with email to Daniel Peck and Daisey Wardle.	RM
5	New Tenants Support Benchmarking exercise with other housing providers. Group were presented with feedback document. The presentation gives feedback answers to different questions regarding tenancy support. Questions were asked of Rotherham, St Leger, Wolverhampton and Berneslai.	

	<p>Some things that we don't seem to be doing:</p> <ul style="list-style-type: none"> • Getting involved in housing services/panels – Daniel is working with the Housing Team about getting this included in the pre tenancy support pack. • Preventing Damp/Mould – landlords to encourage tenants to report problems and give practical tips to help manage damp/mould i.e. wiping windows daily to prevent condensation build up. • Fire Safety/Hazards <p>Review items on Rotherham's furniture scheme – maybe include Hoover/iron. Open up with wider list of household goods for more choice.</p>	
<p>6</p>	<p>New Tenants Support</p> <p>Potential recommendations so far</p> <p>House video/description</p> <ol style="list-style-type: none"> 1. Include as recommendation 2. Include as recommendation <p>Viewings</p> <ol style="list-style-type: none"> 1. Include as recommendation 2. Include as recommendation- combine with 7/4 3. Put in as a finding 4. Include as recommendation – combine with 7/2 5. Include as recommendation 6. Include as recommendation 7. Include as recommendation – combine with 4/2 <p>Affordability meeting</p> <ol style="list-style-type: none"> 1. Include as recommendation 2. Include as recommendation <p>Furniture Scheme</p> <ol style="list-style-type: none"> 1. Proactively offer furniture scheme to all Tenants. 2. Include as recommendation – merge 2-5 points together 3. Include as recommendation 4. Include as recommendation 5. Include as recommendation <p>Welcome Pack</p> <ol style="list-style-type: none"> 1. Include fire safety and how to pay your rent <ul style="list-style-type: none"> • House details – how to work boiler/location – priority • Prevent damp and Mould <p>Welcome Visits</p>	

	1. Include as recommendation	
7	<p>Planning for next meeting</p> <ul style="list-style-type: none"> • RM to follow up with Daniel Peck for aids and adaptations • Andy to give update – RM to follow up <p>Ongoing future planning</p> <p>Rotherfed were successful in the re tender for the Tenant Involvement contract. As part of the contract, we will have 3 tenant scrutiny reviews to deliver within a year. Have to approach in different way, PH will give an update at next meeting on what subjects we can take on and pre planned for the year.</p>	<p>RM</p> <p>PH</p>
8	<p>Any other business</p> <p>None</p>	
	<p>Next meeting date</p> <p>The next meeting will be on Monday 11th March 2024, 10.30am at Springwell Gardens Community Centre.</p>	