

Tenant Scrutiny Meeting

Monday 14th August 2023, 10:30am at Springwell Gardens Community Centre

Attendees

David Ramsden, Winnie Billups, Ann Hitchens, Mary Jacques, Andy Lumb, Callie Lamb, Phil Hayes, Rebecca Morrison, Laura Swift

1	Welcome, introductions and apologies Apologies have been received from Julie Sharp, Sam Sharp, Keith Stringer, Jo Workman, Barry Dealey, James Smith and Frank Rees. David welcomed everyone to the meeting. There were no declarations of interest.	
2	Minutes and actions from last meeting The minutes were read through. There were no actions.	
3	Communications Callie reported that a tenant communications working group has been created. The group named themselves the Screen Team Action Group. The group is online and is capped at 6-7 people. The council are in the process of creating a video and has everyone's consent. Callie will get an updated action plan for the September meeting. James is currently working on the website. The newsletter is not yet up to date on the website which James will be working on getting those on there. The panel said there is accessibility options on the website however the heading is accessibility statement, there panel said maybe 'accessibility options' would be better as it gives the user options for the webpage (e.g. larger font) and doesn't link to an actual statement.	CL
4	Repairs and Maintenance Policy review Andy said the policy has not been refreshed and needs reviewing. In 2020 there were no online reporting, so the service is always evolving.	

	<p>The new policy needs to be adapted to take into account the tenant scrutiny review. This should be straightforward to do as the new policy has not been internally signed off yet.</p> <p>Most of the actions from the scrutiny review are already in place or is being worked on.</p> <p>Mary reported to Andy that the online reporting isn't working. This is because you need to have an account to report online. Not everyone has access to online services or may not be able to set up an account in some instances. It was also reported that when speaking on the phone some customers found the call operatives rude as they were not reporting the repair online.</p> <p>PH said Rotherham Council are working on digital inclusion and have digital inclusion officers. A Rotherham digital inclusion website is being set up, how to report a repair could possibly be added.</p> <p>Ann asked whether the call centre gets regular training. Operatives do and it is regularly rolled out.</p> <p>Rebecca suggested that Claire's training for void properties could possibly be rolled out in the call centre as well.</p> <p>Andy suggested cold, damp and condensation for a future project and recommended the panel go straight into the next void review in order to keep momentum.</p>	
<p>5</p>	<p>Voids report</p> <p>Phil thanked everyone for their work and commitment to the voids investigation.</p> <p>The report will be recirculated to the panel via email, with any comments to be returned by the end of the week (Friday 18th). The report is approved pending any comments by email. Rebecca added to please check you are happy with the recommendations.</p> <p>The front page of the report will be changed from July 2023 to August 2023.</p> <p>If there is no response to the email, it will be taken as you are happy with the report.</p> <p>The report will be sent to Callie and James who will circulate with relevant officers.</p>	
<p>6</p>	<p>Planning for next meeting</p>	

	<p>Andy will return with an updated action plan in October.</p> <p>Callie will speak to Sandra Tolley and invite her to the September meeting. We will ask about the process for tenancy ready workshops, affordability, virtual viewings and the furniture scheme & decoration allowance.</p> <p>Callie will invite Sandra to the meeting.</p> <p>Other possible topics include street pride.</p>	CL
7	<p>Any other business</p> <p>The next leaflet to complete is communications. We will start to look at a draft.</p>	RM LS
	<p>Next meeting date</p> <p>The next meeting will be on Monday 11th September 2023, 10.30am at Springwell Gardens Community Centre.</p>	