

Tenant Scrutiny Meeting

Monday 15th January 2024, 10:30am at Springwell Gardens Community Centre

Attendees

David Ramsden, Winnie Billups, Keith Stringer, Barry Dealey, Ann Hitchens, Mary Jacques, Wendy Birch, Nora Hutchinson, Phil Hayes, Rebecca Morrison, Callie Lamb, 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, Jo Workman and Frank Rees. Panel members should complete a declaration of interest form for this investigation.	
2	Minutes and actions from last meeting The minutes were read through. The recorded message regarding emergency repairs could potentially be better if the call operative says this to the customer or the message could be reviewed and made clearer.	
3	New tenant support James has requested access to Housemark benchmarking, this can be brought to the next meeting. Officers are informing tenants where they can pay their rent, and it is the tenants not remembering when the officers go over the large amount of tenancy information in the one meeting. A summary sheet could be useful with the most important information. Barry suggested having tenant volunteers who have already gone through the process to help. There is a barcode on the large print rent cards. Everything was explained really well to Barry with the furniture scheme, and everything was covered by officers when he took out the scheme. A recommendation could be to include in the leaflet that it isn't a lifetime / tenancy-long commitment as this was comment that came up in the surveys.	

	<p>Rebecca has sent out questions to councils for information and is hoping for responses by the end of January.</p>	
4	<p>Aids and Adaptions</p> <p>A customer friendly version of the policy has not yet been developed. The panel is wanting to close off the investigation at the next meeting.</p>	
5	<p>Repairs and maintenance</p> <p>The panel viewed Barry's Online Portal.</p> <p>If the tenant has good computer skills the account is a good system but could be difficult for those with little computer skills. The account logs out after 10 minutes even when typing, which the panel was unhappy with. We will ask Andy about this.</p> <p>Repairs and Maintenance Policy Review</p> <p>A1 - Records: 'warning codes' are in the new policy. The panel is unsure whether these will flash up on the system, Andy will be asked for clarity. Not all vulnerabilities are listed.</p> <p>A2 – Current contact details: there is a new section of the policy that states contact details must be confirmed however, this is not included on the flow diagram.</p> <p>B1 – Online repairs reporting: this was tested using Barry's Online Portal.</p> <p>B2 – Email requests: it has been added into the policy that email requests are checked more regularly than once per day however, this is not included on the flow diagram.</p> <p>C – Appointment priority levels: this was not introduced.</p> <p>D – Emergency Repairs: there is no mention of whether it would be classed as an emergency if it is a vulnerable adult or have very young children. This will be discussed with Andy.</p> <p>E – Repeat work: a right first-time commitment has been added to the policy, a performance indicator has been added.</p> <p>F – Customer feedback: satisfaction is gathered by text message, there are no other methods of feedback mentioned.</p> <p>G – Right first time: we have not seen the KPI handbook or know how the KPI is measured.</p>	

	<p>Customer satisfaction sub-group: the group is still ongoing the next meeting for the group is 23rd January.</p> <p>Publicity about learning: a 'you said we did' approach has been implemented.</p> <p>Andy will be invited to the March meeting.</p>	
6	<p>Communications</p> <p>Rebecca has been in touch with Stuart.</p> <p>The large print rent cards have barcodes.</p>	
7	<p>Planning for next meeting</p> <p>Officers working on Aids and adaptations will be invited to the next meeting by Rebecca.</p> <p>We are hoping to have the benchmarking with us and will start to look at recommendations.</p> <p>Dashboard – no comments.</p>	RM
8	<p>Any other business</p> <p>The communications 'you said, the council did' document is complete.</p>	
	<p>Next meeting date</p> <p>The next meeting will be on Monday 12th February 2024, 10.30am at Springwell Gardens Community Centre.</p>	