

Tenant Scrutiny Meeting

Monday 12th May 2025, 10:00am at Springwell Gardens Community Centre

Attendees

David Ramsden, Ann Hitchens, Winnie Billups, Mary Jacques, Barry Dealey, Keith Stringer, Tim Pharo, Phil Hayes, Caroline Hubbard, Rob Gooding, Rebecca Morrison, Laura Swift

1	Welcome, introductions and apologies David welcomed everyone to the meeting. There were no declarations of interest. Apologies have been received from Jo Workman. Panel members should complete a declaration of interest form for this investigation. Panel Members should all claim their travel expenses.	
2	Quarterly Review of Previous Investigations Lettable Standards – Dean Borrill Dean attended the meeting to provide an update on the void lettable standards action plan. Recommendation A – this is completed. 8 appointment slots have been made available as a minimum each day for gas uncaps. Recommendation J – Tenancy termination letters A tenant friendly lettable standard document has been produced, reducing the lettable standards to 2 pages, it has gone through the screen team and has been reviewed by the customer experience board. It will be included in the pack of new tenants, there is also a version available on the website. Sign-up letter – Dean went through the new sign-up pack which now includes everything in one document. Rebecca asked Dean whether the panel could see the new tenant survey. Dean said some questions have been added and this takes place when the Housing Officer visits approximately 6 weeks after the tenancy is signed. Dean has fed Ann and Winnie's comments to the cleaning team. New Tenant Support – Sandra Wardle Recommendation C – Virtual viewings The strategic management Team wants more data on viewings. They are wanting to trial face-to-face viewings but while keeping the video. Recommendation D – Viewing for vulnerable new tenants	

	<p>Now tenants will need to sign to agree to the medical recommendations.</p> <p>Recommendation E – Welcome pack Including community information in the welcome pack is being considered, as well as potentially including public health information.</p> <p>Recommendation G – Clarity around the Furniture Scheme Phil Hamilton is exploring furnished homes. A video has been produced. The meeting with Speak-up in January was postponed and will be rearranged for June / July.</p> <p>Recommendation H – Furniture scheme extension The furniture scheme is for new tenants however there is the scope to offer it to existing tenants in some circumstances, if they have a need. This will be highlighted by area housing officers. It isn't possible to open up the scheme to all existing tenants as there will be struggles with staffing.</p> <p>Recommendation I – Measuring sustainability There is a system that allows the team to measure sustainability, Sandra is wanting to improve this and plans for the information to be published on the website.</p> <p>Tenancy Health Checks – Levi Karigambe</p> <p>Recommendation A – Change name from Tenancy Health Check Levi is collating new name suggestions for the Tenancy Health checks to improve the clarity of what the visits entail, names will be discussed in July and will be fully implemented by April 2026.</p> <p>Recommendation B – Officer training and consistency There will be auditing to ensure all staff have done relevant training, the council are in the progress of integrating training into officer one-to-ones.</p> <p>Recommendation C – Advocacy services Letters are being looked at to ensure this information is included, the target for this is July 2025</p> <p>Recommendation D – Communications The 'Guide to your home' handbook is currently being updated.</p> <p>Recommendation E – Letters Letters contains information on how to reschedule tenancy health checks.</p> <p>Recommendation F – Notice of visits The team are in discussion with the IT team to have reminders sent to tenants of their visits.</p> <p>Recommendation G – Personal information requested 'prefer not to say' will be moved to the top of the list.</p> <p>Recommendation H – frequency of visits Tenancy health checks will be completed at least once every 4 years, it will be made clearer in documents.</p> <p>Recommendation I – The questions asked</p>	
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	<p>Guidance on tenancy health checks will be updated.</p> <p>Ann queried what to do if you don't want certain officers to visit. Generally, the letter will not have the person visiting on the letter in case that officer cannot attend for any reason and another officer attends. In this situation the tenant could call the council when they receive the letter and request that that officer is not the one attending.</p> <p>Rebecca queried whether officers introduce themselves and whether this is included in training. Officers should be introducing themselves and showing their ID badge, officers who are not doing this are not following guidance. Officers will be reminded to do this at team meetings and in training.</p> <p>The panel felt they didn't lose anything by having the updates online. feedback will be received from the officers.</p>	
3	<p>Reporting repairs online</p> <p>Tehleel Liaquat went through the process for reporting repairs on the portal with the panel. There are options which will determine the urgency of the repair, if it is deemed to be urgent the tenant will be asked to call to make an emergency repair.</p> <p>Damp and mould reporting is not built into the online tool, but the council are working on something to report damp and mould.</p> <p>When the appointment has been made online there is no way for the tenant change it themselves, they would need to call into the call centre to make changes.</p> <p>The Council will have this system for a minimum of 2 more years.</p> <p>8 thousand tenants have signed up for housing online, the customer experience board are promoting online repairs.</p> <p>The panel reported to Andy that the quality of work from sub-contractors has been poor. Andy will feed this back.</p>	
4	<p>Scoping and planning this investigation</p> <p>The panel agreed to keep the work towards including damp and mould reporting separate from this investigation.</p> <p>Tehleel will be sending the panel screenshots of the online reporting process, the panel are interested in looking at the text of the first few introduction pages as they are very text heavy and could put tenants off from reporting the repair online.</p> <p>The panel is unable to have their own login to the test online account and it has to stay on the council's internet server, to share it Tahleel can either come back at a future meeting for tenants to go through the online reporting themselves or it can be done on Microsoft Teams with the tenant taking over the screen.</p>	
5	Minutes and actions from last meeting	

	<p>The minutes were read through. There were no comments, all actions were covered during the meeting.</p>	
6	<p>Planning for the Next Meeting</p> <p>We will have first drafts of the action plan and communications plan for the 'The best we can be' review at the next meeting.</p> <p>Caroline will chase up a summary of welcome visits.</p>	
7	<p>Any Other Business</p> <p>The TPAS training that was circulated via email was discussed, it was felt the sessions were too long to commit to and too expensive. Phil said not to worry about the cost of the training, Caroline suggested if interested an in-house bespoke training session, it could be looked into.</p>	
	<p>Next meeting date</p> <p>The next meeting will be on Monday 9th June 2025, 10:00am at Springwell Gardens Community Centre.</p>	