

Tenant Scrutiny Meeting

Monday 13th October 2025, 10:00am at Springwell Gardens Community Centre

Attendees

David Ramsden, Winnie Billups, Ann Hitchens, Barry Dealey, Keith Stringer, Simon Thorne, Rose Jones, Carlos Silva, Brigitte Key, Phil Hayes, Lowri Anderson, Rachel Cole, Rob Gooding, Rebecca Morrison, Paul Walsh, Luke Chamoun, Laura Swift

1	Welcome, introductions and apologies David welcomed everyone to the meeting. There were no declarations of interest. Apologies have been received from Mary Jacques and Jo Workman. Panel members should complete a declaration of interest form for this investigation. Panel Members should all claim their travel expenses.	
2	Minutes and Actions from Last Meeting There were no actions.	
3	Estate Management in Communal Areas - Officers The panels went through the questions to officers. Responsibilities Caretaking is responsible for unadopted paths, paved areas, hedge trimming, bin stores, fly-tipping on housing land and graffiti. Streetpride is responsible for adopted paths, grass cuttings, shrub maintenance, communal bin emptying, excess waste removal and fly-tipping on general council land. The panel will focus on caretaking responsibilities. Paul said Estate management is a large service and caretaking try and avoid duplicating what Streetpride are doing, it matters how the services fit together. Additional services with Streetpride have been agreed and they try and avoid working in the same areas at the same time. How much do tenants and residents pay towards estate management and communal areas? Does this differ from estate to estate? The tenants don't pay a service charge and is funded from general rents. The Council have never had any feedback that tenants have had an issue with caretaking services being paid for in this way. How is the frequency of each estate management activity decided? Paul said the frequency is decided by the feedback from the survey in April and officer feedback.	

	<p>Garage sites The condition of garages is the responsibility of Housing Property Services, Caretakes are responsible for the grass.</p> <p>Do you receive many complaints relating to external communal areas? What are these about? How are they handled? A complaint had been received recently, and it was dealt with as a stage 1 complaint.</p> <p>Paul said 'quality of place' seems to be what matters to people.</p> <p>Are there contract managers in the council for the estate management services that are delivered by Equans and Mears? How are contracts monitored? What happens if something is not 'up to standard'? Monthly monitoring meetings and Monthly operational meetings take place with Mears and Equans.</p> <p>Spot checks are undertaken by Council officers in order to ensure that the work contracted to be undertaken is being done. Paul said area housing officers do this when out and about.</p> <p>Estate walkabouts Paul said estate walkabouts still take place however they are not as frequent as they used to be and are not planned when they do take place. They are looking at how walkabouts, housing surgeries, drop-ins etc can be re-introduced that were previously undertaken/undertake more frequently.</p> <p>Do we know how many council homes have communal space that is close by/ used by people living in council homes? Paul said majority of flats and bungalows house council tenants. Luke will get the rough numbers of council homes with nearby communal spaces.</p> <p>Visits The panel would like to visit estates to see the standard of estate caretaking. All tenants who attended today's meeting expressed an interest in attending. This will be arranged in the coming weeks, avoiding the half-term week. Paul will suggest some areas, including some garage sites. Rebecca asked that those that take part in the visits take some notes to bring back to the next meeting.</p> <p>Additional questions for the survey Paul and Luke suggested asking generic questions such as whether the tenants are aware of caretaking services and whether they are happy with the state of their area rather than asking whether they would want to see more of certain activities due to budget constraints and not being able to increase the frequency of all activities.</p> <p>Paul said they would like to know whether if an area needs more extensive caretaking, they should reintroduce elements of dedicated area caretaking.</p>	
4	<p>Estate Management in Communal Areas - Surveys</p> <p>The panel went through the surveys. We will ask what areas tenants live in to see if responses are consistent in the same areas. Garages will be added to the survey.</p>	

	<p>Rebecca will have the survey ready to go out by the end of the week .</p> <p>Lowri will liaise with Paul on the sample to send the survey to.</p>	
5	<p>Home Matters</p> <p>The panel is okay for the ‘what we achieved’ leaflet information to be sent to Home Matters to see if we can have it included. Rebecca will confirm the recommendations and actions with Lowri.</p> <p>Lincoln has their own publication for tenant scrutiny; we will discuss whether this is an option for us at the next panel meeting.</p>	
6	<p>Rewards and Incentives</p> <p>Phil went through the proposed rewards and incentives for the tenant scrutiny panel. There were no objections.</p> <p>Panel members who have been involved for a long time will receive a one-off £100 voucher.</p> <p>After each investigation panel members will receive a £50 voucher (depending on attendance). There will be 2 meals out per year, those who don’t want to attend a meal out, a voucher will be arranged as a substitution.</p>	
7	<p>What We Achieved Leaflet</p> <p>The panel is happy with the ‘what we have achieved’ leaflet.</p>	
8	<p>Planning for the Next Meeting</p> <p>The next meeting will be a review meeting.</p> <p>We do not need any officers to attend for communal areas.</p> <p>We will look at the tenancy health check leaflet, feedback from visits and the Lincoln document.</p>	
9	<p>Any Other Business</p> <p>Tenant Scrutiny Conference and Training Barry, Winnie, Jodie and Stella attended the tenant Scrutiny conference and Barry, Winnie and Simon attended the online training.</p> <p>Feedback from these include that the sessions were very long, and we are ahead of a lot of other areas. Simon found the online session more useful than Barry and Winnie as a newly involved tenant but felt it was aimed more towards the attendees from housing associations.</p> <p>The conference was overall enjoyable.</p>	
	<p>Next meeting date</p> <p>The next meeting will be on Monday 10th November 2025, 10:00am at Springwell Gardens Community Centre and online on Microsoft Teams.</p>	

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