

Tenant Scrutiny Meeting

Monday 14th July 2025, 10:00am at Springwell Gardens Community Centre

Attendees

David Ramsden, Winnie Billups, Ann Hitchens, Mary Jacques, Jo Workman, Madi Jackson, Tonia Punter-Ojong, Phil Hayes, Rachel Cole, 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 Keith Stringer and Barry Dealey. 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 Rebecca reported that the council do not have a time set for when they are looking at Welcome visits, so we could go ahead and look at that as a topic. Tenant satisfaction measures are reviewed quarterly the latest will be published after Wednesday.	
3	Reporting repairs online Responses have been received from officers. When asked for clarity on the 10-minute timeout officers reported that it is for 10 minutes of inactivity. Panel members who have experienced reporting repairs online said that there is not a visible countdown, but the system will allow tenants to complete the form but will kick them off when submit is clicked if the tenant goes over the 10 minutes. Tenants should be able to book an appointment, the only time they cannot is if there are no available appointments available. 27% of tenants did not get an appointment according to the survey results. Officers reported that after 3 months (90 days) the raised repairs are deleted. The online repair reporting system changed 18 months ago; it was felt that it is difficult to get onto. Madi added it is not made clear what the tenants' responsibility is and what the Council's responsibility is. The trade that is raised for repair online the most times is joiners (1072 reported online, 11.40% of total joiner repairs) and plumbers (1416 reported online, 11.15% of total plumber repairs). The highest percentage of repairs reported online is roofers with 24.61% of all roofer repairs being reported online (675 reported online).	

	<p>The system does not send a notification of the appointment, and the tenant would have to login online for updates. In comparison Equans gas checks gets a letter and a text message.</p> <p>We have received 47 responses for the survey, this is a response rate of 7.6%, which is lower than average. 47% of responses have used the online reporting system. A reminder will be sent to the survey sample and the close of the survey will be the end of July.</p> <p>The final report will be completed by the end of August.</p>	
4	<p>Reporting repairs online – testing the platform</p> <p>An account was logged into to test the platform. It was noted that it was difficult to get onto the platform, we were able to log into the Council 'your account' but only able to get onto the 'housing online' for reporting repairs after numerous attempts.</p> <p>The status of a repair was raised, however when we clicked into it, it was marked as completed. This repair had been carried out on Friday, so the panel queried whether the accounts are not updated over the weekend. Tenants have to login to view their appointment; to change it they have to call the Council, no phone number is included on the online report in case this is necessary.</p> <p>Reporting repairs</p> <p>The panel did not look beyond selecting a repair to ensure we did not request a repair on a tenants account.</p> <p>On the welcome screen Ann commented that there is no mention of disabilities or age-related restrictions for tenants. We clicked on the link provided for further details; disabilities were also not covered here as well as what to do if you cannot do something yourself.</p> <p>Madi was told that an electrical issue with a plug was her own responsibility, Jo had a similar issue, but she was able to book a repair.</p> <p>Some of the images to report repairs are not great and could be clearer. Vents are under 'gas', the panel felt it was not obvious that vents would be under the 'gas' category.</p> <p>Rebecca will email those who use the online reporting system on the panel to see how far back the reporting dates go back and how often an appointment is booked online.</p> <p>Jo added that she has found something on the website that the Council will do repairs that are the tenants' responsibility for a charge. The panel was unaware of this service and does not seem to be advertised.</p> <p>Thank you to Madi, Barry and Mary for allowing the panel to view their account.</p>	
5	<p>Potential topic – 'Standard of maintenance and cleaning of communal areas'</p>	

	<p>Paul Walsch spoke to the panel on communal areas as a potential topic. The panel could look at estates and caretaking or cleaning in internal communal areas if the topic is selected.</p> <p>Most feedback is green spaces not maintained as often, litter, communal bins. There has been a slight uplift in internal communal areas.</p> <p>David asked whether there would be budget constraints on implementing recommendations by the panel. Paul assured it would be useful for the Council to see whether the council are using resources efficiently and also whether the service needs more investment. It will also be useful for the Council to see what tenants would like to see in the service.</p> <p>This could be something RotherFed's community groups would like to get involved in as well.</p>	
6	<p>Potential topic – Tenancy agreement / a guide to your home</p> <p>There is a lot of information that goes out to tenants in the welcome pack. The handbook could be looked at to see how accessible and easy to understand it is for tenants.</p> <p>Paul will send 'guide to your home' to the panel for the next meeting.</p> <p>Paul's preference would be communal areas, the best time for this would be early Autumn.</p>	
7	<p>Planning for the Next Meeting</p> <p>August will include the previous topic reviews, 'you said the Council did' leaflets will also be discussed. We will be finishing off the Council online repairs investigation and the next topic will be selected.</p>	
8	<p>Any Other Business</p> <p>Rebecca asked on the TPAS Connect website what other areas do for a reward scheme, varied feedback was received. Toni said she will share TPAS's information with us; Hammersmith Council has something on their website as well.</p>	
	<p>Next meeting date</p> <p>The next meeting will be on Monday 11th August 2025, 10:00am at Springwell Gardens Community Centre and online on Microsoft Teams.</p>	