

Tenant Scrutiny Meeting

Monday 07th July 2023, 10:30am at Springwell Gardens Community Centre

Attendees

David Ramsden, Winnie Billups, Keith Stringer, Barry Dealey, Mary Jacques, Callie Lamb, Phil Hayes, Rebecca Morrison, Sarah Fletcher

1	Welcome, introductions and apologies Apologies have been received from Ann Hitchens, Jo Workman, Julie Sharp, Sam Sharp and James Smith David welcomed everyone to the meeting. There were no declarations of interest.	
2	Minutes and actions from last meeting The minutes were read through and agreed.	
3	Voides – Benchmarking Feedback To consider the comparison made between Rotherham and other housing providers as regards their standard and voids processes 3 responses were received – Kirklees, St Leger and Wigan After a trawl of website of the 8 other housing providers 5 out of 11 housing providers are online. Each of the providers listed displayed what was available - in the report there is also a link to each of the providers so you can see in more detail. On the differences in lettable standards: <ul style="list-style-type: none">• It would be advisable for Rotherham Council to look at all the red coloured standards – compared to the other providers Rotherham lacks the information or not as much detailed information.• The group commented that the use of Air Freshener’s – none have been noticed being provided to new tenants. If this is the case, it needs removing from the letting’s standard.	
4	Voides – agree recommendations	

To consider the list of proposed recommendations and decide:

- **Which ones to take forward**

Provide a public version of the lettable standard, so that new tenants know what to expect when moving in e.g., decoration, cleanliness, heating. Provide this as both in printed and online versions. The information should be easy to read and compact for everyone.

Make changes to the tenancy termination letters as summarised in the report to make them easier to understand.

Introduce a 'new tenant survey' or similar to provide a feedback system prior to the welcome visit taking place.

Provide a system to collate of issues raised at welcome visits to identify trends.

Give consideration to improving working conditions for cleaning staff, in particular lighting and hot water.

Discuss and try to overcome the main issues with contracted void works, such as plumbing/heating issues. Give consideration to gas being uncapped to test heating systems prior to the new tenant moving in

Consider the target of five days to uncap gas supplies, in particular for vulnerable people and those moving in during winter months.

Provide more clarity and emphasise the arrangement when new tenants sign up for items left by the vacating tenant such as outbuildings and decking.

Make it clear to cleaning staff that they should not clean properties where contractors have left rubbish or where aids such as hospital beds remain in the property.

Carry out a review of which repairs can safely be left until after the new tenant has moved in and make this clear to both contractors and new tenants.

- **Which ones to be suggestions**

Set some targets for spot checks carried out on both cleaning standards and repairs i.e., numbers found with no additional works or a grading system. Possible discussion for repairs subgroup

	<p>Monitor the use of Assa Cliq keys to make sure that operatives are not re-entering voids following cleaning, preferably changing the locks immediately on completion of works.</p> <p>Review the option of in-person viewings to ensure that people can see conditions and receive an explanation of standards on-site.</p> <p>Conduct an analysis of how much it would cost to hold pre-contract meetings rather than repairs being contractor-led versus the cost of return visits to complete works when the new tenant has moved in.</p> <ul style="list-style-type: none"> • Which to ignore Remove Review/revise the lettable standard to provide more detail and clarification on acceptable repairs and cleanliness such as removal of grippers, removal of strip lights, number of electrical sockets. • If there are more to add Review/Update the existing lettings standards compared to other providers. Review/Update when legislation changes or every 3 years 	
5	<p>Repairs and Maintenance policy</p> <p>To collate comments and suggestions for improvement</p> <p>Let's get more clarity to go through the policy – there are lots of queries on this. Needs either Lyndsay or Andy to come back to feedback/explain. Callie to confirm before next meeting who will attend.</p>	CL
9	<p>Any other business</p> <p>Phil would like to say a big thank you to everyone involved with this review, the time given to this has been amazing.</p>	
	<p>Next meeting date</p> <p>The next meeting will be on Monday 14th August 2023, 10.30am at Springwell Gardens Community Centre.</p>	