

Tenant Scrutiny Meeting

Monday 8th April 2024, 10:30am at Springwell Gardens Community Centre

Attendees

David Ramsden, Winnie Billups, Keith Stringer, Barry Dealey, Nora Hutchinson, Mary Jacques, Jo Workman, Phil Hayes, Rebecca Morrison, Callie Lamb, Jonathan Williams, Dean Borrill, 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, Ann Hitchens, Wendy Birch, 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. No actions were raised. Phil said that part of the new contract includes engaging remotely with tenants, which will be implemented into the meetings. Online suggestions receive will become a regular agenda item and will feature after the minutes. The panel agreed for photos to be taken of the panel going forward.	
3	Lettable Standard The public version of the lettable standards are not complete, however Dean has put together the draft text of what will be included. The panel liked the information included. The panel suggested adding clearly that it is the tenants responsibility to decorate the property. David suggested adding what to do if the property doesn't meet standards. The lettable standards document will be revisited in November.	

<p>4</p>	<p>New tenants support</p> <p>Rebecca will send out an updated version to the panel with anything new highlighted.</p> <p>Callie will find out whether the TPAS principles are still in place.</p>	<p>CL</p>
<p>5</p>	<p>Next Topic</p> <p>Tenancy Health checks don't seem to be consistent and seem to be done differently from officer to officer. Winnie's last tenancy health check was thorough, they checked her whole house and garden whereas at Jo's last tenancy health check they had a quick scan of the downstairs living area then sat and had a chat. Aspects of mental health might also be covered in this topic.</p> <p>Recent complaints to the Council primarily focus on rent arrears. Callie will get a breakdown.</p> <p>Callie will email Andy Lumb to ask when a good time to look at damp and mould would be.</p> <p>Complaints also focus on anti-social behaviour. We will need a breakdown.</p> <p>Customer services also come up frequently. This is corporate, tenant scrutiny will not be able to impact the service. However the panel will continue to include suggestions in other tenant scrutiny reports that regard the contact centre.</p> <p>Tenancy Health Checks The panel raised the question How do they pick who will be having a tenancy health check? is there a list?</p> <p>We would need to see the checklist and need to know how they are picked, how tenants are informed of the tenancy health check, we would see to see any letters.</p> <p>The panel also felt that the term 'health checks' could be confusing. Callie said they were previously known as Tenancy verification checks.</p>	<p>CL</p> <p>CL</p>
<p>6</p>	<p>Planning for the next meeting</p> <p>Survey for tenants. A survey will go out to tenants who have had a tenancy health check since January. Questions will include:</p> <ul style="list-style-type: none"> - Do you remember having a tenancy health check? - How long was it? do you feel that this was an appropriate/ sufficient amount of time? 	

	<ul style="list-style-type: none"> - Did you receive a letter/ phone call? - Did you understand what it was for? - Was it useful? Why? Why not? - Did they look around your whole house/ garden? - Did they ask if you need assistance? <p>Rebecca will draft a survey.</p> <p>The panel will invite a Senior Housing Officer, Area Housing Officer and a Area Housing assistant to the next meeting, each from a different area. Luke will also be invited to come if he wishes to attend. Callie will arrange this for 10:45 and will last for around 1 hour.</p> <p>Rebecca will start Benchmarking.</p> <p>Callie will send the forms and letters used to Rebecca.</p> <p>The panel will try inviting people who reply to the surveys to share their experiences at the panel meeting.</p> <p>The next meeting will have an update on the Communications review and the final report will be signed off, any comments should be sent to Laura by 19th April.</p>	<p>RM</p> <p>CL</p> <p>RM</p> <p>CL</p>
<p>7</p>	<p>Any other business</p> <p>Rebecca will send mistakes on the Aids and Adaptations leaflet to Rotherham Council.</p>	
	<p>Next meeting date</p> <p>The next meeting will be on Monday 13th May 2024, 10.30am at Springwell Gardens Community Centre.</p>	