



Tenant Board

3rd September (August Meeting)

Agenda



- ▶ Declarations of interest (2 mins)
- ▶ Action(s) from last meeting (3 mins)
- ▶ Voids Scrutiny Recommendation and action review (30 minutes)
- ▶ Tenant Board celebration (10 minutes)
- ▶ Tenant Board forward plan review (15 mins)
- ▶ AGM preparation Chair and Vice Chair Vote (10 Mins)
- ▶ Any other business (5 mins)

Actions from last meeting



- ▶ KL to share the slides with the board and an email about voting for the workshop
- ▶ KL to liaise with Tenant Board Members who went on visits as and when the void visits are set to happen
- ▶ GM will send out a reminder about TPAS

Declaration of interest



- ▶ Voting on Recommendations for Voids Scrutiny Action Plan



Voids Scrutiny Recommendation

Kerry Lecomber

Empty Homes Workshop



- ▶ Attendees:
 - ▶ Six members of Tenant Board
 - ▶ Ten tenants recruited through targeting and My Home Bulletin – new faces and regular “Scrutineers”
 - ▶ Fourteen Officers (Housing Transformation, Building Repairs and Maintenance, Tenancy Management and Housing Allocation)
 - ▶ Contractor representatives – from Rapid (BDC) and Fosters (MSDC)
 - ▶ Babergh Portfolio Holder for Housing
- ▶ Tables split with even mix – 6 or 7 on each
- ▶ Ice breaker
- ▶ Task one – Good, Bad and Better
- ▶ Task two – Spend or Save?

Empty Homes Workshop



Good, Bad and Better - What went well?



- ▶ Customer Services staff - fabulous - many mentions
- ▶ Support
- ▶ In person - sign ups, viewings, SHO answering questions
- ▶ Location
- ▶ Make it my own
- ▶ Reasonable rent
- ▶ Online - Tenancy Agreement and repairs system
- ▶ Information pack - instructions, contact details, local services
- ▶ Right house for us - Bungalow
- ▶ Flooring and décor in new build
- ▶ Allocation process
- ▶ Condition of home
- ▶ Contribution from developer (£106 planning condition)

Good, Bad and Better – and what didn't...



Communication	• Miscommunication about survey – things identified as risky but not repaired. Lack of communication about when they would be.
Had to collect keys from Hadleigh	• In person sign-up at property.
Property decor	• Return property to Magnolia or other neutral colour. • Housing to carry out inspections with outgoing tenant re: decor • Tenant not able to move to another council property if there are outstanding repairs (Good to Go Policy).
No instructions regarding Heating, Stop Cocks etc.	• In person sign-up to show tenant and leave a pack of information. • Instruction manuals sent / left.
Not enough information	• Floor plans for individual properties with measurements – carpets and curtains etc. • Details of boundaries and responsibilities.

Good, Bad and Better – and what didn't...



Poor quality of carpets and decoration

- Consistent standards for repairs and maintenance.
- Paint packs provided to tenants with colour scheme regulations.
- Quicker handover for tenants who want to redecorate themselves.
- More regular inspections to check conditions.
- Prevention – get tenants involved with inspections (fault finding app). Incentivise? Saves money and resource.
- Automated text telling tenants they have X time to do certain things for inspection – flags in the system.

Short timescale to move into new property so can't prepare

- Give longer notice before tenancy starts.
- Pre-tenancy visits to property.

Poor communication – no response to questions as outgoing tenant – unexpected bills, overlap in rent / utilities etc.

- More help to support people with time, information – i.e. how to obtain crisis resilience fund, list of things to do.
- Welfare advisors – sign point to organisations that can support people with financial advice.

Good, Bad and Better – and what didn't...



Digital exclusion	• More in person support.
Everything uploaded digitally	• More in person support.
Communication	• Ability to speak to someone in person and get support.
Housing team not knowing tenants	• Disabled person can't clean a property and manage a garden. • Housing officer to review and offer support so we know our tenants.
30 minutes to view property	• Full information about the property on viewing. • Longer viewing time – an hour ideally.

Good, Bad and Better – and what didn't...



Lack of clarity with utility providers	• New tenant information pack / tenant handbook.
No white goods – reliance on charities for some.	• Basic flooring / redecoration. • Work with local re-use charities to recycle white goods.
Repairs workforce (DLO)	• Operatives saying don't see photos submitted for repairs.
Online repair forms	• Do we have to check characteristics that don't change – ethnicity for example?
Recharges in deceased cases	• Handle with care, liaise with next of kin.

Good, Bad and Better – and what didn't...



Feel like just a number during bidding – lack of communication	• Better communication during bidding – kept in the loop.
Long wait from bidding to viewing (7 weeks)	• More clarity about position on shortlist.
Not clear being offered the property.	• More clarity about position on shortlist.
Confusion with contractors in Sheltered Schemes	• Contractors to have clear, consistent ID.
Lack of clarity with utility providers	• New tenant information pack.

Moving forwards

- ▶ Voids Mapping Meeting led by Director of Housing and includes staff from Repairs and Maintenance, Assets team, Voids team, Housing Management, Tenancy Management, Compliance and Allocations.
- ▶ One action plan to be developed so we're not duplicating.
- ▶ Action plan and full report for Overview and Scrutiny will be shared.
- ▶ Report to O&S due 25th September.
- ▶ Overview and Scrutiny Committee - 12th October.
- ▶ Volunteers





Tenant Board get together event

Georgia Mecoy

Date/ Time/ Location?



- ▶ Celebration in October
 - ▶ Getting together in the day, lunch provided
 - ▶ Opportunity to share success/ look back over the year
 - ▶ Regulation grading end of September
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- ▶ ACTIONS: to discuss availability
 - ▶ Send dates in December for Christmas meal event.



Tenant Board Forward Plan review

Georgia Mecoy

Month	Item	Invitees
September (AGM)	- Chair and vice chair vote 10 mins - Tenant Influence Budget/ Greater Places/ Incentives 15 mins - Terms of Reference Review 20 mins - Annual Report to Tenants - Overall Housing Update-Council Housing Assurance Report/ Housing Revenue Account 20 mins	Louise Tully- Head of Housing Transformation and Regulation
October	- Transactional survey biannual review - Assess Management Strategy review (update on the plan) - Scrutiny Project - Scrutiny action plan updates - Overview and Scrutiny Update	Victoria Freer- Tenant Insight and Improvement Manager
November	- CHAR Q2 - TSM bi- annual review - Scrutiny Project - Tenant engagement Strategy - Biannual regulatory compliance update	- Louise Tully - Lindsey Redgwell- Housing Regulatory Support coordinator - Richard Spencer- Head of Housing Compliance



Tenant Board AGM preparation

Georgia Mecoy

To prepare for AGM next month



- ▶ Review the Terms of Reference
- Membership: Number of members (currently 12) including 2 Leaseholder spaces currently
- Who attends?
- Review to training
- Expectations on minimum meetings attendance and incentives
- ▶ Chair/ Vice Chair nominations

Any Other Business

- ▶ Council Housing Assurance Report (CHAR) Q1
- ▶ Estate walk abouts autumn 2026

