

---

+

•


○

# Tenant Board

28<sup>th</sup> August 2024



# Agenda

1. Action(s) from last meeting
  2. Public Realm introduction
  3. Performance Dashboards
  4. Annual Report Scrutiny
  5. Greater Places update
  6. Housing Officer Communication
  7. Any Other Business
- 

# Actions from last meeting



Share O&S reports with Board- DONE



Share list of recommendations from Tenant Handbook- DONE



GM to create and send resource pack/ training pack



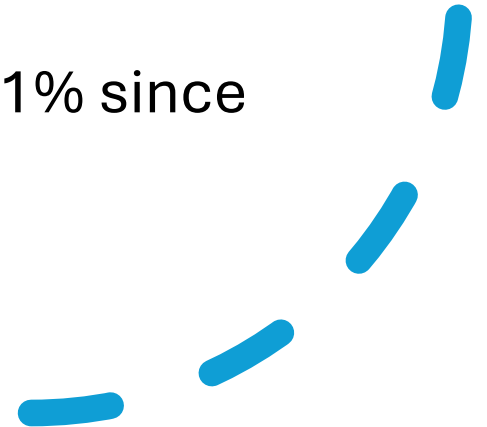
# Public Realm Introduction

Nick Christo

# Performance Dashboards – Mid Suffolk

## Feb- May

- Overall repairs Satisfaction has decreased since February, but is on the rise again
- Repairs completed first time is stable between 87%-90%  
Average time to complete repairs reduced significantly
- Complaints responded to on time has had no real pattern- Dropped to its lowest at 13.95% in April- back to 34.37% in May
- Increase in ASB cases but this is usual in the summer months
- Gas safety compliance dropping by 1% since February



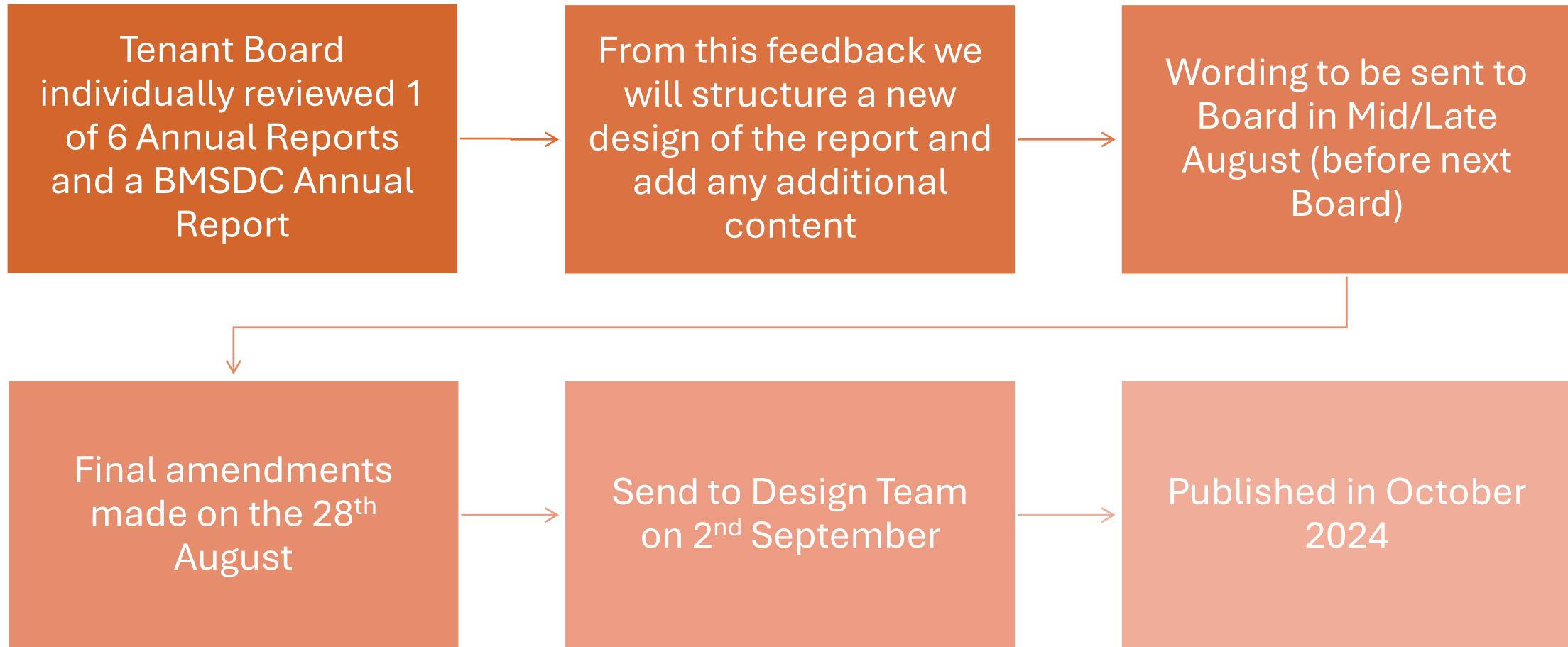
# Performance Dashboard - Babergh

## Feb- May

- Reduction in time taken to close a repair
- Satisfaction with Repairs has been stable between (83%-95%). 95% for May
- Reduction in Fire Safety Compliance- We found that 3 buildings expiry dates were exceeded. These buildings have now been booked in with our Fire Risk Assessment Contractor.
- ASB increased slightly
- Complaints responded to on time- Dropped to its lowest at 16.27% in April- back to 36.36% in May


# Annual Report

- You've had the draft report!



A large circle with a gradient from dark blue at the top to orange at the bottom. In the top-left corner of the circle, there is a small orange plus sign and a small orange circle. In the bottom-right corner of the circle, there is a small orange dot. The text "Greater Places Update" is centered in white.

# Greater Places Update

- Project Officer to be recruited in September to help get through the list of projects
  - Due to HRA limitations Mid Suffolk will be going ahead with the projects we currently have allocated
- 
- 21 potential Projects
  - 6 Mid Suffolk
  - 15 Babergh
- 
- A thin vertical line on the right side of the slide, colored blue at the top and orange at the bottom.



# Housing Officer Communication

Liz Perryman

+  
•  
○ **Any  
Other  
Business**

- **Questions for Arthur- 25<sup>th</sup>  
September**
- **ARCH Tenants  
Conference-Thursday 3  
October, New York  
Stadium, Rotherham**
- **TPAS Eastern Members  
Event- 26th September**
- **Christmas meet up**