Tenant Board

26th June 2024

Agenda

- Action(s) from last meeting
- Transactional Surveys and Housing Improvement Workshop
- Housing Updates – Complaints, HRA budget and Building Services update
- Tenant Handbook Scrutiny Project update
- Community Action Days update
- Chair and Vice Chair
- Any Other Business

Actions from the last meeting

- DW to invite a member of the Public Realm team to an upcoming meeting – Grounds Maintenance to attend 28th August meeting.

- GM to send Tenant Board the Handbook scrutiny reports

- Tenant Board to come back to GM with scrutiny recommendations

- GM To send Board information on Chair and Vice Chair

Transactional Surveys and Housing Workshop

Vicky Freer

Housing Updates

David White

Tenant Handbook Scrutiny Project

Results from panel survey shared with Board

Further suggestions:

Clarity around fences and responsibility, heights etc.

More use of visuals and graphics

Tenant Portal promoted from the beginning

Clarity around role of Housing Officer

Clear timelines for repairs

These will now be added and the draft handbook and report shared with Overview and Scrutiny Committee

We will share the final draft version with you for approval

Community Action Days

- We have now held five of the nine of these we have planned for this year:
  - Chelmondiston – Babergh
  - Claydon – Mid Suffolk
  - East Bergholt – Babergh
  - Stowmarket – Mid Suffolk
  - Hadleigh – Babergh

- The following are still to come:
  - Haughley – Mid Suffolk
  - Lavenham – Babergh
  - Great Cornard – Babergh
  - Eye – Mid Suffolk

Chelmondiston

Claydon

East Bergholt

Stowmarket – Combs Ford

Chair and Vice Chair

- All Board members to have 1:1 meetings before September.

- Nominations for Chair and Vice Chair to be received by the end July 2024.

- Chair and Vice Chair roles – we will look to provide training for those appointed.

- Appointments to be made in September 2024 at end of year meeting.

Any other business

- Annual Report for Tenants
- Questions for Arthur Charvonia at next Board meeting