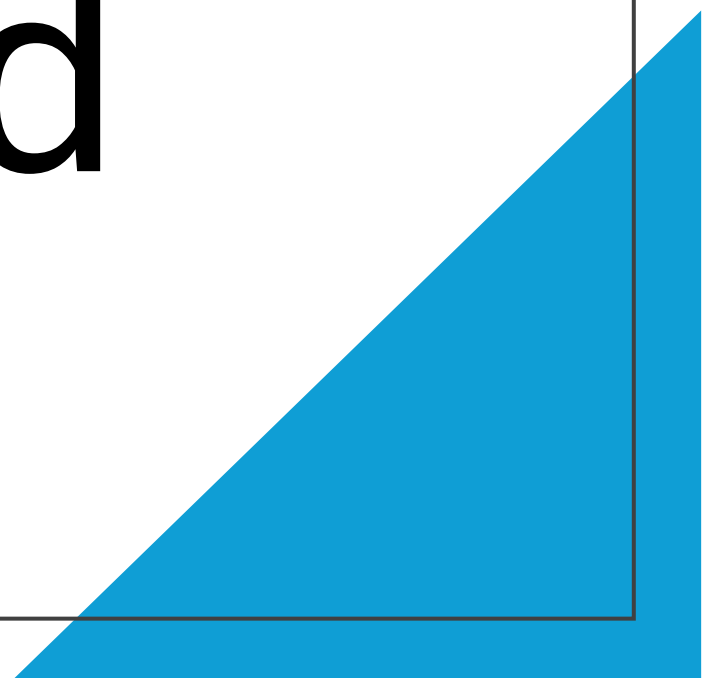


# Tenant Board

31<sup>st</sup> July 2024





# Agenda

1. Introductions
  2. Action(s) from last meeting
  3. Overview and Scrutiny introduction
  4. Service Charges
  5. Tenant Handbook Scrutiny Project update
  6. Annual Report Scrutiny
  7. Stop the Stigma Campaign
  8. Any Other Business
-

# Introductions

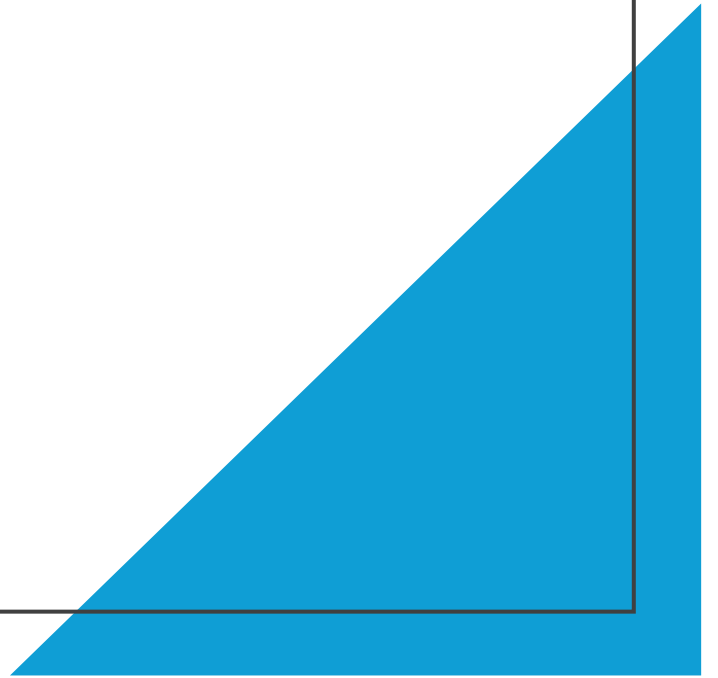
# Actions from Last Meeting

- Overview and Scrutiny representatives to attend Tenant Board in future
- GC enquired if budget information will include management costs and consultant fees etc – David White

# Overview and Scrutiny Introductions

# Service Charges

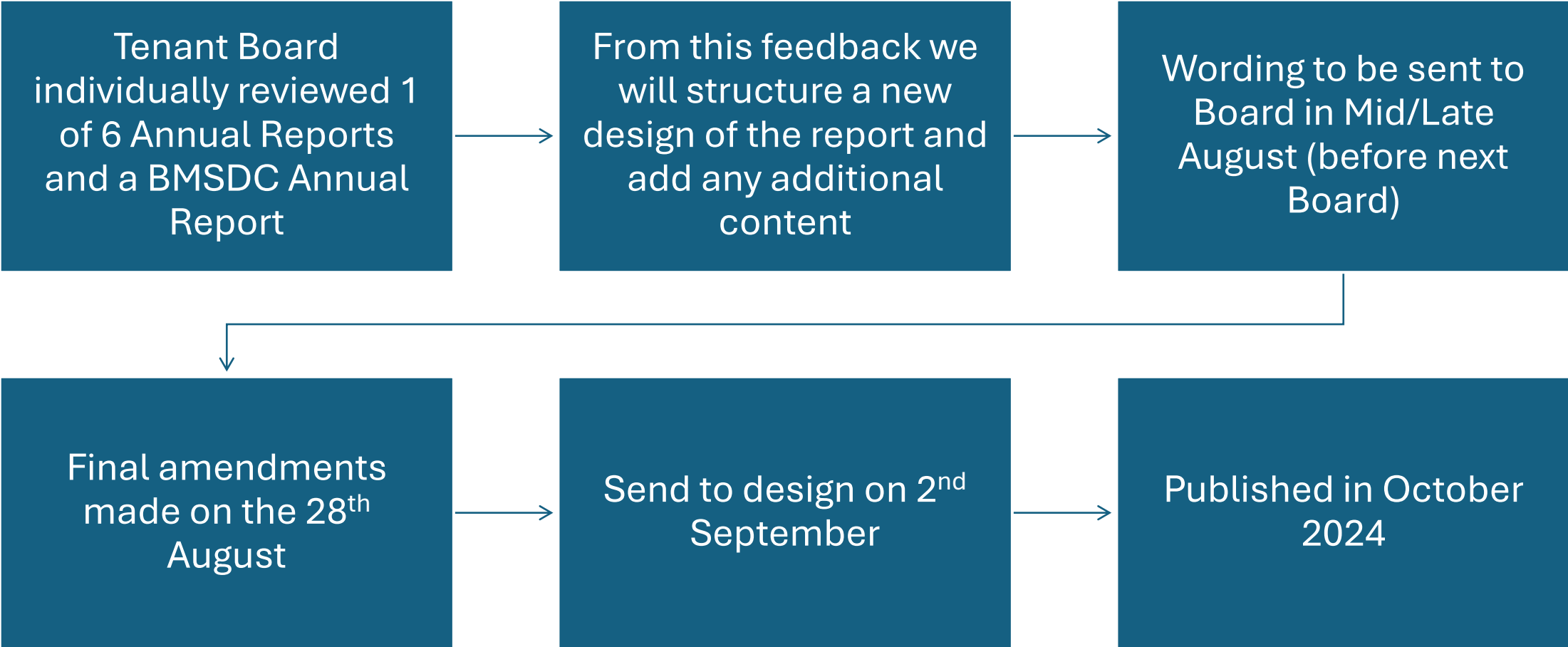
Paul Heaney and Robert Longfoot



# Tenant Handbook Scrutiny update

- Incorporated the majority of recommendations, will send over a full list
- Anything we couldn't incorporate we are looking into how they fit in with other documents (sheltered handbook)
- Customer Services team to 'test' the Handbook with regards to the calls we are getting in i.e. does it cover the 'hot topics'
- Our aim is to have a fully designed and published version by the end of September/early October.
- Once published it won't be 'the end' as we will need to review each time we have a policy change/ service change

# Annual Report 23-24 Scrutiny





# Annual Report Board Feedback- BMSSDC

## • **Positives**

- Diagrams
- Links to further information
- Bright colour pages- eye catching
- Cohesive and comprehensive
- Good layout

## **Negatives**

- Black text on white background
- No mention of changing contractors
- No mention of how we increased staff to manage complaints
- Photographs weren't titled
- "Some of the words used were too politically sounding and condescending e.g. transparent, accountable and robust"
- Coin chart was hard to read

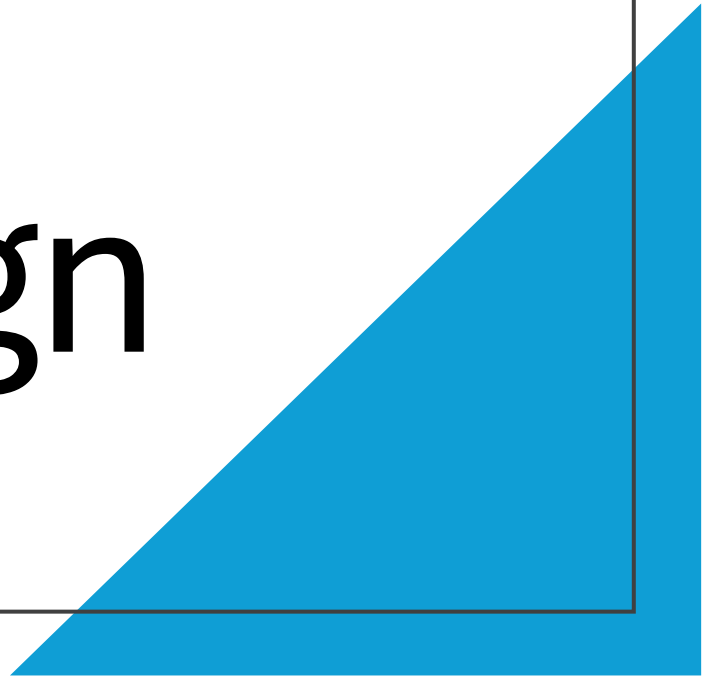
# Alternative Annual Report

## Overall Positives

- More graphics and breaking up text with images
- Bright and colourful pages
- Simple and easy to read
- Message from the chair of the Board...

David White

# Stop the Stigma Campaign



# Any other Business

- Questions for Arthur (Sep meeting)
- 1-2-1's
- Reminder about Chair and Vice Chair
- Mid Suffolk Board advertisement