

Tenant Board Meeting

Wednesday 30th April 2025

Attendees:

Marcus Cooper	Tenant Board Member
Gerry Crease	Tenant Board Member
Liz Perryman	Tenant Board Member and Chair
Tony Cole	Tenant Board Member
David White	Housing Transformation Manager
Rob Longfoot	Head of Housing Management
Vicky Freer	Tenant Insight and Improvement Manager
Georgia Mecoy	Tenant Engagement Co-ordinator
Kerry Lecomber	Tenant Engagement Co-ordinator
Cllr Jessie Carter	Housing Portfolio Holder

Apologies

Charmaine Jolly

Actions from last meeting and introduction

TPAS issues resolved from last meeting and other actions are complete.

Declarations of Interest

None needed.

Tenant Satisfaction Measures Annual Review

VF shared a presentation on our TSM submission for 2024/25. She took the meeting through the background of TSMs and advised of what was being done to meet the requirements of the Regulator.

DW advised that in terms of satisfaction with repairs, after making changes to services to improve them it takes about 18 months for satisfaction to change.

GC advised that the emergency repairs figures worried him rather. VF advised that this is where Repairs and Maintenance advised the same and think the figures aren't actually correct, so she is drilling down into figures to ensure they're right. DW advised that Repairs themselves are finding this figure to be about 97%.

PW enquired if it could be to do with follow-on works, but DW advised not as this was emergency repairs. He also advised that new job booking system would mean that an operative cannot get their next job until they've closed down the one they've just completed – which they often don't do. Often operatives go and do the days jobs and don't close them down in time.

TC advised he has had work done recently which he's been very happy with it and satisfied immediately so doesn't understand why it could take 18 months. DW advised of time-lag as a proportion of the tenants surveyed may have only had a bad experience as it was a year or two years ago. DW also advised that in the new system a text will be sent to the tenant immediately to ask about satisfaction.

TC enquired about the text and if the operatives can do the survey with them. DW advised that may result in tenant feeling a bit pressured and may not be able to be completely honest so will request they do it in their own time.

LP enquired of the topline performance arrows and what the red and green represented which DW explained. He also explained about the recent Stock Condition Survey and the data it's provided.

LP enquired if when this is posted on the website if information about the TSMs would be on there to make sure people understand what they are and why and VF shared the TSM page on the website which contains all that information.

Action: VF advised once she has complete figures for repairs she will update the slides and share them.

Stop Social Housing Stigma (SSHS) – Customer Services

PW advised she held a session a couple of weeks ago as requested by her manager. She talked through the campaign and what stigma means with the whole Customer Services team. Synonyms for Stigma include 'Shame' and 'Disgrace'. They carried out some exercises on unconscious bias to shine a light on that and raise awareness of the need to think about things they're saying and how they're acting. Talked about personal experiences on bias – age, gender, disability, sexuality etc. Talked through tenant experiences and quotes from the campaign and our tenants. It was very well received with a lot of colleagues advising they'd just never thought about it properly. She was driving the message that they may well be a tenant's first experience of the Council. Then worked in some breakout rooms in teams and came up with some ideas for what we, as Customer Services team, could do.

They will be pulling it together to make some pledges for the Customer Services team in terms of how they're treating people which all team members will agree to sign up for. Will share them with the Board when they're done. She asked team to close eyes and she would describe someone to them and then they all make picture in their heads and see how different they all were.

DW advised of stigma training video which KL has pulled together which will be part of staff training going forward.

DW also advised that he and PW are attending the Parliamentary launch of SSHS and also he has been asked to speak at Inside Housing Conference to talk about what we're doing to address stigma.

GC advised he feels there will be a lot more pressure on social housing with the Government actively trying to reduce spending on more temporary accommodation. DW advised that's why their plan to build 1.5 more social homes is the key to this. We need to build a lot more – Councils, Housing Associations, all of the providers to be able to tackle the current housing crisis.

LP enquired as to rights to live in Social Housing. DW advised that you have to have a right to live in the UK to get social housing. There are several different layers of immigration; homes for Ukraine, Afghan resettlement to protect those who aided the UK and US in the Afghan war.

Complaints Scrutiny Work Plan

KL shared screen and all members provided their input from the information shared at previous meeting which was recorded.

Discussed issue of phones being answered slowly which all discussed and different solutions were spoken about including messaging tenants and residents about possible quiet times. **DW will speak with SL about it.**

GC advised it's frustrated getting the same message repeated. DW advised that it's the customer journey of service experience that maybe needs looking at.

TC advised that he has been on the phone 15-30 minutes and sometimes an hour although it's almost always at lunchtime. DW advised that perhaps the head of service should be invited to this meeting to come along with some stats and figures around what could be improved. Also we try to resolve issues on the first phone call so they're not needing to be passed on. **Action: Sam Lake to be invited to future meeting.**

GC advised he's had personal experience of making a complaint and happy to take part. All happy to carry on with the workshop-based approach.

Tenant Board Training

DW advised that as part of tenant board development and improving the tools to hold us to account there are certain areas of housing that the Regulator will want to talk to board members privately about without staff in the room. They will be asking about Consumer Standards, TSMs etc. They will feel that if you don't know enough about it we haven't provided you with what you need to hold us to account.

He would like to set some training on a quarterly basis in the form of webinars or something to share out and complete within a three-month time period – an hour every three months or so.

First will be Consumer Standards and then damp and mould – Awaab's Law. This will help us prepare for a mock inspection which will be happening at the end of the summer.

There will also be some more specific training such as procurement, budgets, HRA, repairs etc. May be better to have specialists within the board as these are more niche areas.

All to have a think about it and GM and KL will be carrying out 1:1s in the next few months and would like ideas to come from them on areas of Housing that they would like to find out more and we will be finding some good but low-commitment resources to share.

Also looking at incentives for involvement this year and seeing how we can reward the Board for giving their time and energy. That might also encourage more members of the Board.

Any Other Business

TPAS Eastern Region event will be attended by GM, KL and LP.