**MINUTES OF THE TENANTS’ AND LEASEHOLDERS’**

**CONSULTATION FORUM**

Date: Monday, 4th March 2024 Time: 18:00 – 19:30

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| **Directorate** | **Housing** |
| **Present (A-Z by Surname):** |  |
| Kathleen Alderman (KA) | Resident Ashby and Central Ashby TA |
| June Cave (JCA) | Resident Whitwick and Whitwick & Thringstone TA |
| Sharon Cole (SCO) | NWLDC Resident Involvement Team Leader |
| Joan Cox (JC) | Resident Coalville and Linford & Verdon TA |
| William Forrest (WF) | Resident Whitwick and Park View TA |
| Joyce Gee (JG) | Resident Whitwick and Whitwick & Thringstone TA |
| Wendy Harrison (WH) | Resident Coalville and Linford & Verdon TA |
| Elaine Hill (EH) | Resident Hugglescote and Tenant Scrutiny Panel member |
| Nigel Hill (NH) | Resident Hugglescote and Hugglescote TA |
| John Lakin (JL) | Resident Whitwick and Park View TA |
| Dave Larkin (DL) | Resident Hugglescote, Hugglescote TA and T&LCF Chair |
| Merle Moran (MM) | Resident Whitwick and Whitwick & Thringstone TA |
| Val Moss (VM) | Resident Ashby and Willesley TA |
| Sam Sandbrook (SS) | NWLDC Housing Assistant |
| Laura Smythe (LS) | NWLDC Resident Involvement Officer |
| Sue Richards (SR) | Resident Whitwick and Whitwick & Thringstone TA |
| Jane Rochelle (JR) | NWLDC Head of Housing |
| Cllr Andrew Woodman (AW) | NWLDC Portfolio Holder for Housing |
| **Apologies:** |  |
| Barry Barlow (BB) | Resident Castle Donington and Castle Donington TA |
| Margaret Barlow (MB) | Resident Castle Donington and Castle Donington TA |
| Cllr David Bigby (DB) | NWLDC Shadow Portfolio Holder for Housing |
| Sue Carr (SC) | Resident Hugglescote |
| Bea Chambers (BC) | Resident Hugglescote |
| Andrea Croft (AC) | Resident Coalville and Friends of Greenhill TA |
| Diane Cull (DC) | Resident Whitwick and Whitwick & Thringstone TA |
| Gillian Dyson (GD) | Resident Ashby and Central Ashby TA |
| Antoinette Fallon (AF) | Resident Coalville and Friends of Greenhill TA |
| NEW Michael Farmer (MF) | Resident Whitwick |
| Louise Findley (LF) | Resident Ashby |
| Dorothy Grice (DG) | Resident Ashby and Willesley TA |
| Amanda Harper (AH) | NWLDC Housing Management Team Manager |
| Isobel Harris (IH) | Resident Hugglescote and Hugglescote TA |
| Linda Hartley (LH) | Resident Ashby |
| NEW Gordon Joy (GJ) | Resident Moira |
| NEW Clare Kirkland (CK) | Resident Coalville |
| Diane Knott (DK) | Resident Hugglescote and Hugglescote TA |
| NEW Amy Littleford (AL) | Resident Moira |
| NEW Stuart Manning (SM) | Resident Whitwick |
| NEW Robert Milner (RM) | Resident Moira |
| Doreen Moore (DM) | Resident Hugglescote |
| Kate Nicholls (KN) | Resident Measham |
| Lorraine Nicholls (LN) | Resident Coalville and Friends of Greenhill TA |
| Janet Preston (JP) | Resident Whitwick |
| Hilary Pym (HP) | Resident Ibstock |
| Derek Rawlinson (DR) | Resident Hugglescote and Hugglescote TA |
| Estelle Sandles (ES) | Resident Ashby |
| Lisa Sherratt (LSH) | Resident Ashby and Willesley TA |
| Jas Singh (JS) | NWLDC Housing Assets Team Manager |
| NEW Pamela Smith (PS) | Resident Moira |
| NEW Louise Tomlinson (LT) | Resident Albert Village |
| Peter Warren (PW) | NWLDC Resident Involvement Administration Assistant |
| Phyllis Woods (PWO) | Resident Whitwick and Park View TA |

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|  | **ITEM** | **ACTION** |
| **1**. | **Welcome, Introductions and Apologies (Chair)**   * **DL** welcomed everyone and everyone introduced themselves. * **SS** ran through apologies as above. * **WF** advised Terry Hill (**TH**) Resident Whitwick and Park View TA is no longer participating in the TA. | **PW** |
| **2.** | **Minutes of Last Meeting and Matters Arising (Chair)**   * **DL** confirmed the minutes were accepted as a true copy. No actions on the last minutes. |  |
| **3.** | **Housing Commercial Services Update (JR)**   * **SCO** and **JR** confirmed this agenda item will be covered at the next meeting. |  |
| **4.** | **Repairs Policy Consultation Update (JR / SCO)**  **SCO** provided an update on the repairs consultation that is currently running.   * An online questionnaire has been sent out via text message with a QR code (hard copy questionnaire available if requested). This has been sent to tenants who have had a recent repair. * It has only been live for 4 days and already received 363 responses to date. * 63 people have requested to get involved/48 wanted more information about getting involved. We would like feedback on new policy proposals, including the suggested new timescales for responses detailed below.   **SCO** ran through the new Repairs policy timescales.   * Emergency repairs – response within 4 hours (currently 24 hours). * Urgent repairs – response within 3 days to make safe. * Routine repairs – response within 20 days (currently 28-60 days). * Planned works – multi-trade or complex repairs – 60 Days.   **SCO** advised they hoped by April/May we can feedback on the consultation.   * Identifying what happens with this information. * How we move forward.   **SR** received an online survey as requested a repair. However, the contractor came earlier than when it was scheduled. **JR** advised this was likely due to cancelled work, therefore ahead of time. The work was completed however she had already submitted the questionnaire. **SCO** suggested she log back online and complete a new questionnaire. |  |

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| **5.** | **Tenant Association Updates (TA Members)**  **DL** of Resident Hugglescote, Hugglescote TA and T&LCF Chair   * Confirmed the TA have been quite active. Continuing with ongoing Bingo and Monday afternoon games. All to raise funds. Boat trip planned to a pub. Trip to the museum. Trip to Weston Super Mare. Another Fish & Chips van lunch. Monthly quiz.   **SR** of Resident Whitwick and Whitwick & Thringstone TA   * The TA going well with a few new members. Trips planned to Mountsorrel. The group have been in August and plan on going again in July. Hoping to go the National Arboretum (any spare tickets to be offered to other TA groups) as they would like the ‘Roberts’ coach to be filled. They all went to the ‘Greyhound’ for a meal last week. Children groups doing well and those attendees enjoy it. Hoping to get some support from **LS** to help increase the numbers.   **VM** of Resident Ashby and Willesley TA   * The TA hold a ‘Nitter Natter’ on a Monday. Seated exercise on a Tuesday. Held a great Halloween and Christmas party for the kids, but not many kids attended. All kids that attended got a selection box. Regular visits from the PCSO. Looking at restarting the Fish & Chip van once a month from next month. Struggling as a lot of the kids have moved on to secondary school. Need a year or two for the kids to grow older. Also struggling for new members.   **WH** of Resident Coalville and Linford & Verdon TA   * The TA hold dominoes. They are going out in a fortnight. One or two things in the pipeline. Struggling for members. **DL** expressed that the TA keep pushing for members and arrange events.   **KA** of Resident Ashby and Central Ashby TA   * The TA have had 2 new members, with approximately x16-20 members in total on average. They held a Christmas dinner at the ‘Lion’. They have a Quiz on rotation. They have a trip planned to Shepshed for brunch. They have Nick the PCSO pop’s by on a regular basis. They also have the Fish & Chip van on a regular basis.   **WF** of Resident Whitwick and Park View TA   * They TA hold a Coffee morning and Bingo night on a Wednesday. It does tend to be the same 6 people, however, some of the members have passed away. **DL** confirmed this was the same everywhere. **WF** said when it is something new, they get more attendees. **DL** advised to keep pushing for members and arrange events.   **LS** suggested the need to do more networking events/community days to help with members. Also suggested newsletters are kept going. **SR** advised when they have a new tenant, they welcome them with a ‘Welcome Bag’ and with a flyer of ‘what’s on’. **DL** expressed not all people want to get involved.  **DL** proposed Mercia Marina for a day out. This is near Wilington at Repton. Smaller than the one from Loughborough for only 1.5 hours. Great to combine as a shopping trip due to duration. There is a website and they have a small boat for approximately x10 people.  **LS** queried if the support officers do any activities at any of the schemes.   * Fairfield advised there is no activity. * **SR** advised there is a new support officer who popped in to introduce themselves. * **VM/JC/WH** advised it was down to the TA to organise and publicise the events/activities. * **KA** advised they get support.   **SCO** exclaimed it is all about marketing - getting the word out there. **LS** advised it isn’t up to the TA to get the tenants out the house. Newsletters and leaflets are important. |  |
| **6.** | **Forward Plan (Forum)**  **SCO** advised she had reviewed the aims and objectives of the group.   * Wants to review if these are correct. * Queried if these need to change?   From April there will be new regulations and consumer standards.   1. Safety and Quality Standard  * Outcomes about the safety and quality of tenant's homes.  1. Transparency, Influence and Accountability standard  * How the landlord provides information * Listens to tenants * Acts on their views  1. Neighbourhood and Community Standard  * Outcomes of how the landlord works with other organisations to help ensure tenants live in safe neighbourhoods  1. Tenancy Standard  * Information about how landlord allocates and lets homes * Manage tenancies.   TLCF is constituted, therefore policy reviews come under the TA group. **SCO** ran through the Constitution document and advised she will send a copy of the Constitution out.  AIMS & OBJECTIVES OF THE TENANTS & LEASEHOLDERS  CONSULTATION FORUM  3.1 To promote the interests of the fullest possible cross section of tenants and leaseholders throughout the district.  3.2 To encourage and promote tenant and leaseholder participation.  3.3 To work with the landlord to ensure that the quality of the service and the homes in which people live reflect both the needs and aspirations of current and future tenants and leaseholders.  3.4 To develop, implement and assist in monitoring the performance of the Housing Services and recommend targets for improving performance.  3.5 To be consulted in the preparation of reports and in the development of housing policy.  3.6 To consider any issues in items 3.4 and 3.5 in relation to specific area of the district.  3.7 To promote and encourage links with other bodies who have an interest in housing matters.  3.8 To promote, engage and encourage dialogue between Tenants, Leaseholders, TAs, Local Authorities and the Government  3.9 To use North West Leicestershire District Council as a resource to assist and provide I information to the tenants and leaseholders of the district.  3.10 The T&LCF shall be non-political.  3.11 To receive and request training opportunities.  **SCO** advised we need to discuss resident involvement. Police Involvement. Tenancy Standards – how we manage. Look at the frequency we meet – should we meet monthly or bi-monthly. What do we want to achieve for the next 12 months. Evaluate this bi-yearly (6/12 months).  What have the group achieved in the last 12 months. **KA** said they have achieved a lot as a TA. They are encouraging people to come, they are putting on events people want to attend. **DL** advised they are trying to encourage people to join. As far as the affecting the council policies, they don’t feel like they have much of a say. The data that is fed to the TAs they don’t feel is accurate.  **JR** advised the Constitution is out of date. It needs to be clearer about what is expected of meeting attendees. The TA participation is to help the landlord to shape the council on behalf of their tenants. There seems to be crossed wires with what the TLCF is set up for. All TAs agreed they didn’t realise there were rules and regulations. **DL** advised the TAs have therefore joined for the wrong reasons. **JR** advised we need to keep standards up and separate the duties.  **SCO** confirmed historically those TAs that come to the TLCF meeting for different reasons, potentially personal issues. People do not want to come to this meeting to discuss the repairs consultation. Advised the TAs need to provide feedback in this meeting. **SR** confirmed the meeting attendees are elderly, therefore they are not interested regarding policies.  **DL** and **LS** confirmed they have talked about a representative for each building. Someone to talk to if anyone has a problem that is not personal. This representative would speak to repairs on the TAs behalf. **DL** confirm this would be well received and hopefully get the scheme repairs actioned.  **JC** knows we are not allowed to mention personal issues as it is the wrong meeting to bring anything this up. **DL/VM** both confirmed the system regarding ‘post it notes’ is a good idea and well received. This means the meeting doesn’t digress onto personal issues and are happy to progress with this. **VM** pointed out they are all pensioners and hate technology. Filling in Questionnaires online is not helpful and they struggle to get younger people to get involved.  **LS** identified a need to keep communication open and keep people in touch. There is a need for regular tenant meetings and updates as people feel more confident if they are being listened too**. DL** advised people feel like they keep getting fobbed off.  **VM** confirmed she became a TA and attended the meeting to see if they can get answers as feel like they are being fobbed off. **SCO** provided paper instead of sticky notes to report individual issues at the end of the meeting.  **DL** confirmed no one does a Newsletter. They need someone to support to do this. **WF** confirmed even if these were printed and distributed this would this help. **SR** confirmed they have held an event in the past with free food, but people just turned up for the food but not actually interested in the TA.  **KA** confirmed the electrics are being done at Hood Court, Ashby. Nearly all disabled people are in this scheme. The toilets downstairs have no sink. **LS** said this shouldn’t happen and would investigate. As tenants shouldn’t have to wash their hands in the next room.  **SCO** confirmed what the meeting must achieve moving forward. There is a plan to go out to each TA group. Intentions to get out to the groups and get everyone back on track. We need to promote and encourage. **SCO** confirmed this is more about the bigger picture. **LS** advised there is not enough feeding in from the TAs.   * **SR** advised the content goes over people’s heads. They can’t challenge what we are being told, we are told data and we have to accept this is accurate. * **KA** confirmed people get bored. * **JG** thinking of giving it up as it is boring and not interested. * **WF** only interested in what is going on in their own scheme.   **JR** advised it had struck her that the Council are good at taking, but we are not actually good at giving back. The TA need to know what benefit they have to the council. **SR** advised the TAs feel like they are just a ‘tick box’. **JR** confirmed this is not the case and not where they want it to be.  **DL** feels like the council need to do certain things to be a good council. **SR** confirmed there is a bad attitude about the council and feels bad as she knows a lot of people work hard. **VM** confirmed the council is faceless and wants change – the council needs a better voice and face, so people know who they are deal with.  **JR** advised from the 1st April there will be a new repairs platform, therefore call times will be reduced as the platform will put you through to a free agent. **JR** will personally be monitoring call wait times. **DL** queried if a ‘Job Number’ will be given. **JR** confirmed this will be provided on the call unless multi-traders need to be involved or it is a complex repair.  **SCO** wants to know what the TLCF group should be for. Advised this group needs to challenge what is presented. **DL** doesn’t know what the data should be to challenge. **SR** confirmed they need to data simplifying and no jargon. **DL** confirmed they want to use to meeting to pass on the information to other TAs.  **SCO** expressed the need to know what the group want as the group is a key factor in policy reviews. When attending the group over the last few months, it can be seen this isn’t what is happening. The repairs questionnaire suggested there needs to be different opportunities, a menu of involvement.  **DL** asked what do the council think the group should be used for? **SCO** advised the group needs to be tenant led. **SCO** suggested training courses. **DL** expressed a lack of interest in complicated in courses – due to the age group. Great idea, the odd person may be interested but minimal. **DL** said they should be led in the right direction.  **JR** advised the Tenancy Scrutiny group have a similar demographic. TPASS could come in to give the TAs confidence which will make a difference. Seeing the results of participation. Not just technology based, aimed at diverse levels of competency.  **DL** when the schemes were going to be updated. Some of them look like old people’s homes, with curtains from 1974. **JR** advised there was issues with procurement, but the money is earmarked, and the work is in the pipeline. **DL** suggested **AH** advised they had the money 2 years ago but nothing happened. The TAs get annoyed, **WF** just wants to be kept in the loop. **DL** wants to be treated as humans not just as a number.  **JR** when we get opportunity when we can update the schemes, mixed interest partially negative / partially positive. Ready to redecorate and have more engagement with people, like choosing the design, colours and curtains new tenants will become involved. We are waiting for the structural and rewiring to be completed before this can happen.  **LS** advised the meetings need to be informative, have key take aways, and have historically worked better as an informal environment. **DL** advised when things are presented the TAs nod. **SCO** advised the council will review the data being presented so it is easier to digest. **JR** confirmed she is talking to the team as when looking at a spreadsheet of numbers, it is hard to follow. She would rather touch, feel or smell the information, like a story.  **SCO** ended the presentation. Wants to have a think about how to make the presentation more interesting and not drone on. Appreciate the topic is very dry – if no objections in the room, will have a re-think and bridge the gap in between what the group wants and listening to what is being said.   * **JG** said the TV positioning not very helpful. **JR** advised the room is set up like this due to fire regulations. Maybe rotating the meetings at different venues will help. All TAs were keen on this idea. Suggested a venue in the community for the next meeting. TAs all in favour from when the clocks change. * **DL** advised there was more interest from locals in the scheme and potential new members. * **SCO** queried if the AGM wants to be out or at Stenson house. TAs confirmed to start the next meeting at Fairfield Court (AGM). **JR** requested the chippy van for the AGM to make it more inviting. **SCO** to organise.  **Howe & Co Fish and Chips Van 46** **Mobile: 07554 548 798** | **SCO**  **LS**  **SCO** |
| **7.** | **AOB**  **JG** requested the number items on agenda moving forward. |  |
|  | **MEETING CLOSED**  Date of the next meeting: Monday, 8th April 2024 at 18:00  Venue: Fairfield Court, Coalville or virtually via Microsoft Teams. |  |