



Tenant Board

29th January 2025

Agenda

1. Declarations of interest (2 mins)
2. Action(s) from last meeting (3 mins)
3. HRA Business Plan (20 mins)
4. Service Charge Consultation (20mins)
5. ASB Scrutiny Project (20 mins)
6. Tenant Engagement Strategy (20 mins)
7. Any Other Business (5 mins)

Actions from last meeting

- GM to send round TSM and transactional survey presentation
- GM/KL to conduct Customer Journey Mapping Exercise



Service Charges Consultation

Rob Longfoot

Feedback

Theme	Our response	Count of Responses
Queried high cost of communal electricity and asked for improvements to reduce costs.	We will provide a specific response to each point raised.	1
Queried whether communal areas existed and/or what the proposed charges were for	Closer examination of the layout of the scheme confirmed that this tenant does not have access to the internal communal areas and so should not contribute to the costs of providing these services.	2
	Query was about the communal block, and what charges would be relevant. No charges being set in 2025, but in future we may charge for grounds maintenance and other communal repairs, tree works etc.	9
	Small charge for communal window cleaning	1
	The charges are valid, and based on costs for the block. We will engage with the tenants to answer any questions before 28/2/25	5
	We looked closer into the charge and found that it was for a communal area that the tenant(s) did not have access, no service charge has been set and we have terminated the supply as it was not being used.	1
Tenants at one scheme told us they pay their electricity bill direct to the supplier and the proposed personal electric charge was invalid.	We proposed to introduce a personal electric charge as we have an electricity bill for this block. We have received feedback from several residents contesting this and this requires more investigation before we can confidently set a service charge. We have set an estimated charge for the costs of communal lighting. Other charges have been zeroed out for 2025/26 pending further investigation.	5
Unhappy with costs and how the charge relates to the services/heating/water provided	The charges are valid, and based on costs for the block. We will engage with the tenants to answer any questions before 28/2/25	3
	We need to engage with all residents at the scheme to explain how their service charges are calculated on actual costs, and to provide advice and support to mitigate the high bills.	1



Anti Social Behaviour Focus Project

Georgia
Mecoy

Reminder

Tenant Board reviewed either ASB statistics or comments from the surveys

Last Board you told us what themes you found in the data:

- Customer journey mapping.
- Process.
- Communication.
- Roles, responsibilities, and powers available.
- Council and Police.
- Officer resource

You told us you wanted to investigate the themes, and we would run some Customer Journey Mapping

Where are we so far...

- **Planned two ASB focus group sessions:**
 - 1) Online Customer Journey Mapping review, 3rd February, 18:00-20:00 on Teams
 - 2) All day Focus group, 5th February, which includes the following topics
 - Customer Journey Mapping
 - ASB process
 - Resources
 - Roles, Responsibilities and powers available

Recommendations and Action plan

- Recommendations on how we can improve our ASB process to come out of the sessions
- These will be shared with the board for feedback mid Feb
- Officers will meet after to understand what recommendations can be established
- Write a report with action plan to go to Overview and Scrutiny Committee (Board will see this in February meeting)
- We need one of you to present this to Overview and Scrutiny on 17th March



Tenant Engagement Strategy review

Georgia Mecoy

Open and Transparent Communication



Ongoing/ Complete

- Continued Development of My Home Bulletin (MHB)
- Produce physical version of HMB when requested
- Develop a plan for MHB annually
- Service Charges Project

Slight Delay

- All Tenant facing policies and procedures are accessible
- To work with service areas to ensure that information relating to their tenancy is accessible and easy to find
- Further develop Tenant Engagement area on website
- Service Level Agreements

Significant Delay

- Develop of My Home portal

You Said, We Did



Ongoing/ Complete	Slight Delay	Significant Delay
<ul style="list-style-type: none">• Relaunch the Complain's Taskforce• Housing Complaint Data is published on the website• Transactional Perception Data published on website• Transactional Perception targets are set for the areas we are reporting on• Tenant Engagement Annual Report• TSM data is collected and published to the tenants and the regulator• Annual Review of Tenant Engagement Activities• Greater Places Projects• Tenant Scrutiny Projects	<ul style="list-style-type: none">• Tenant Engagement in complaints review	

Valuing Diversity and Inclusion

Ongoing/ Complete	Slight Delay	Significant Delay
<ul style="list-style-type: none"> • 1-2-1's with Tenant Board members • Develop role profiles for Tenant Engagement Roles • Identify training opportunities for those who want to be involved • Tenant Engagement recruitment drive 	<ul style="list-style-type: none"> • Carry out Stigma Awareness Campaign • Tenant demographic data collection • Spotlight tenant features in the newsletter • Carry out Tenant and Leaseholder census exercise 	

Engagement Is Everyone's Business

Ongoing/ Complete	Slight Delay	Significant Delay
<ul style="list-style-type: none"> • Implement Contact Management Module system on housing management system • Develop Performance Dashboards that can be published to the website and/or Tenant Portal • Every member of staff in housing to have a tenant engagement objective set as part of their annual review • Share Contact Management Module of Housing System usage reports with managers 		<ul style="list-style-type: none"> • Create with colleagues and tenants a set of service standards

Early and Planned Engagement

Ongoing/ Complete	Slight Delay	Significant Delay
<ul style="list-style-type: none"> • Develop a Tenant Consultation Toolkit • Design with tenants a Tenant Approved Indicator • Use communication tools to publicise where Tenant Engagement and influence has driven services • All tenant facing policies and procedures to be developed, consulted and reviewed with tenants 	<ul style="list-style-type: none"> • To gain TPAS Accreditation 	

Changes

- Removing duplicate actions around data collection and Service Level Agreements
- Actions will be included in the Master Housing Action plan
- Tenant Engagement Action Plan will no longer be used
- Include additional wording around scrutiny projects governance-Overview and Scrutiny
- Include both councils' corporate strategies
- Include INTRAN language box
- Tenant Board to get update on strategy to follow the actions





Tenant Engagement Strategy 2026

- In 2022 we surveyed our tenants to develop our Tenant Engagement strategy
- Planning for the survey to take place in Q3 of 2025 to plan for new survey to go to all tenants in early 2026.
- Tenant Board to help us designing the survey and to review the results



Any Other Business