



Tenant Board

29th July 2026

Agenda



- ▶ Declarations of interest (2 mins)
- ▶ Action(s) from last meeting (3 mins)
- ▶ Neighbourhood and Community Manager introduction and Tenancy Fraud (25 minutes)
- ▶ Voids Scrutiny Planning (20 minutes)
- ▶ Previous Scrutiny project updates (20 minutes)
- ▶ Any other business (5 mins)

Actions from last meeting



- ▶ Liz advised that Carole needs to be sent the jargon guide.
- ▶ Louise will attend board at a future meeting to update on Tenancy Audits.
- ▶ Georgia will update Board regarding appendices to Lettable Standard.

Declaration of interest



- ▶ There may be a vote on how we conduct the voids scrutiny methodology



Housing and Communities update and Tenancy Fraud

Nathan Suley- Housing Management Lead (Housing and Communities)



Nathan Suley

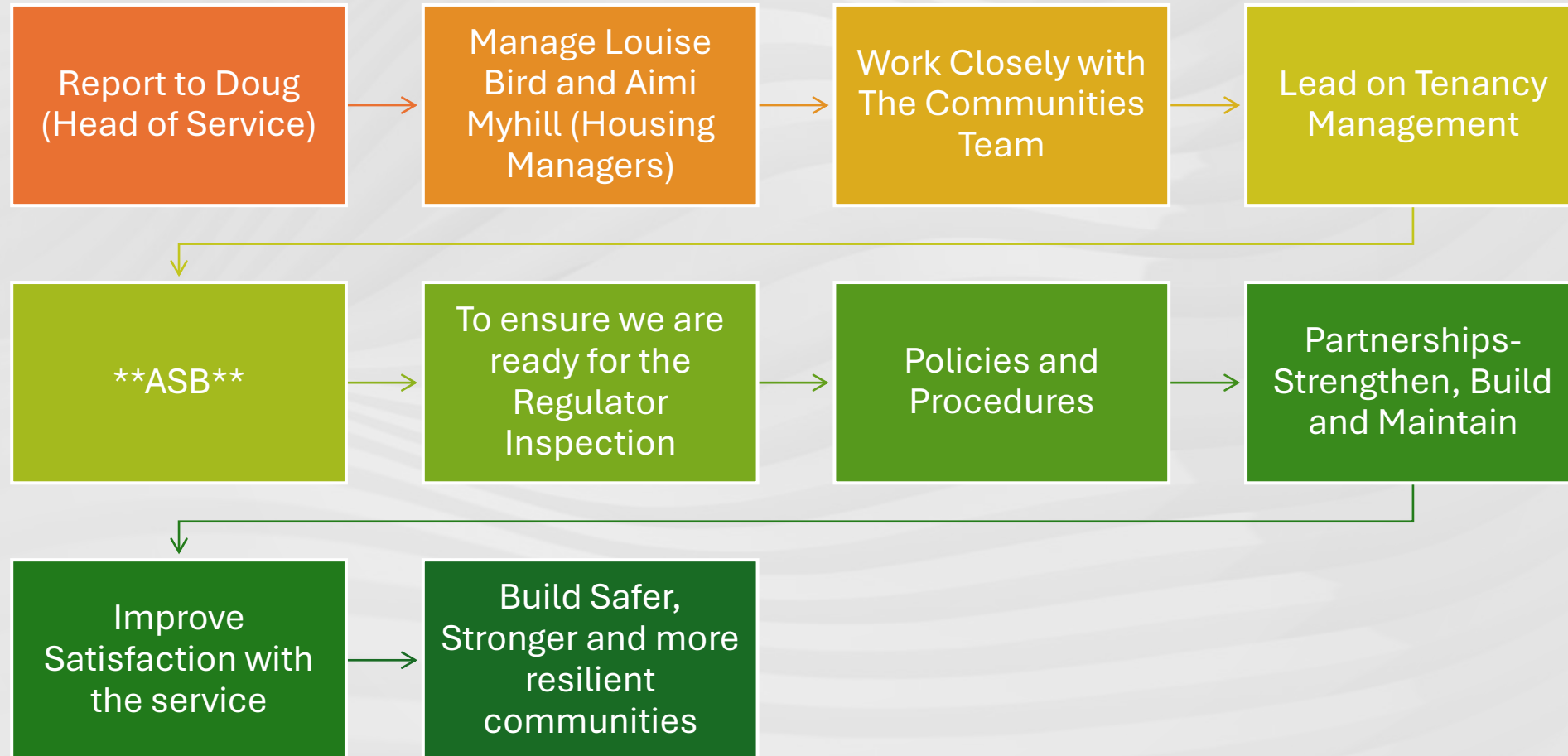
Housing and Neighbourhood Lead



About Me

- Live in Redlingfield
- Landed here on 26th January
- Police Officer for 18 years in Essex
- ASB Coordinator for Colchester Borough Homes
- Community Safety Manager

My Role here at BMSDC





Achieved so Far

- Reviewed Our ASB Policy and Procedure
- Brought the 'Living Well Together' leaflet
- Introduced a Good Neighbourhood Management Policy
- Temp Move Policy
- Introducing Estate Walkabout's
- Delivered ASB Training
- Redesigned our Housing Management System to allow better reporting and show compliance with the Regulator Requirements
- Procured a Fraud Service Contract

Fraud

- Shared Anti Fraud Service (SAFS) members
- NAFN Members
 - Better access to Financial Records
 - IPA records
 - Interviews under caution
 - Asset and back-ground checks



What does Success look like for me?



Happy Tenants-Increased satisfaction



ASB dealt with in a timely manner-better outcomes



Identify and deal with case of Fraud and recover homes



Better engagement in terms of Estate Tours



To grow our engaged/involved tenants-champions



Improve satisfaction with our neighbourhoods across the both councils



And.... A **C1** from the regulator 😊



Any Questions?



Voids Scrutiny Methodology

Kerry Lecomber- Tenant Engagement Co-ordinator

Voids Scrutiny – information gathering stage



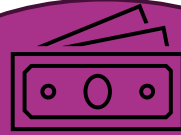
So far:

- ▶ February - May 2026 Board discussions on plans for project.
- ▶ June 2026 visits to four recently void properties.
- ▶ May / June 2026 survey of tenants who had moved in past 12 months.
- ▶ June 2026 Tenant Board – sharing of findings from visits and results of surveys.

Themes found from visits



Carpet / Curtains / Furniture



Recharges

Logistics



Allocations



Viewings



Respect



Communities



Redecoration



Gardens

Comments from Survey: thematic analysis

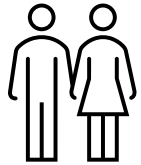


Theme	Positive mentions	Negative mentions	Total mentions
Staff experience	3	1	4
Property condition	1	8	9
Repairs delays	2	10	12
Contractor quality	0	4	4
Communication	1	6	7
Expectations gap	0	5	5

Voids Scrutiny – methodology planning



- ▶ Two distinct 'streams' for areas chosen – People and Place.



Communication
Community



Property condition
Lettable standard
Recharging

- ▶ Workshop provisionally planned for Thursday 20th August.
- ▶ Invitations to be sent to all tenants who moved in previous 12 months.
- ▶ Officers in attendance from all areas.
- ▶ Invitations wider in MyHomeBulletin

Voids Scrutiny – methodology planning



Why - already chosen

When - provisionally booked

Where - Copdock / Pinewood

...

- Who do you want to attend?
- What would you like to include?

Workshop plans

- ▶ Tables organised with mix of tenants and officers focussing on set tasks?
- ▶ ‘Marketplace’ layout - tenants visit officers at set tables to discuss specifics?
- ▶ Multiple focus groups at different times on different topics?





Previous Scrutiny Project Progress Update

Georgia Mecoy and Kerry Lecomber
Tenant Engagement Co-ordinators

ASB April 2025



- ▶ 31 recommendations
- ▶ 30/31 completed
- ▶ 3 actions from Overview and scrutiny (all complete)

- ▶ Outstanding action:
 - **In person engagement sessions around ASB and other landlord responsibilities**
 - Will link in with estate walk abouts which will commence September 2026.

Complaints September 2025



- ▶ 10 scrutiny recommendations
- ▶ 6/10 completed
- ▶ 4 outstanding
- Single Point of contact (80%)
- Adjustments for vulnerability (90%)
- CRM response check, Monitor / Track and report on CRM response times by teams to help drive up performance (80%)
- Void and repairs inspections (70%)

Communication April 2026



- ▶ 16 recommendations
- ▶ 6/16 completed
- ▶ 10 outstanding
 - First time resolution
 - Using CRM to review and respond to escalation requests
 - Single point of contact
 - Council are using CRM to log call backs
 - Review call back mechanisms for call backs and internal communication and how we use vulnerability data
 - Set timescales from the start of communication
 - Enough guidance for reporting repairs online
 - Detailed and published service standards
 - Improve consistency and advice given in the tenant handbook
 - Tenants have clear avenues to report stigma

Any Other Business



- ▶ TPAS
- ▶ 1-2-1' for August and September
- ▶ Tenant Satisfaction Measures target setting session- tomorrow 14:00-15:30
- ▶ September get together
- ▶ Additional meeting to approve recommendations or move the August meeting to the 9th September?