

Tenant Board Meeting Minutes **24th April 2024**

Attendees:

Gerry Crease- Tenant Board member
Liz Perryman- Tenant Board member
Tony Cole- Tenant Board member
David White- Housing Transformation Manager
Georgia Mecoy- Tenant Engagement Co-ordinator
Kerry Lecomber- Tenant Engagement Co-ordinator
Vicky Freer- Business Improvement Officer
Trudi Robinson- East Suffolk Council (Guest)
Zoe Martin – Prospective Tenant Board member as a guest.

Apologies from Jane, Marcus, John and Lisa

Introductions: As there were new members officers, and tenant board members introduced themselves.

1. Actions from last meeting

There were no actions from the last meeting.

2. Tenant Satisfaction Measures Year Review

Vicky Freer presented Babergh and Mid Suffolk Districts Councils TSM Results for 23/24 and the stats we will be sending to the regulator. All members will receive a copy of the slides with the minutes.

Overall Satisfaction:

Sector median – 72%

Babergh – 64%

Mid Suffolk – 64%

Repairs: Areas for concern are the proportion of jobs completed, we are significantly below the sector median in this area, that grouped with the time taken satisfaction measure from tenants, tells a picture to the regulator. Similarly, the decent home data and the well-maintained satisfaction score begins to paint a picture too. There are some big projects and work taking place within this space over the next few months that should result in higher management scores, and perception scores too. To note, our satisfaction scores for this area are on par with what we saw in 22/23.

Building Safety: No major concerns seem to come to light with regards to Building Safety. Our management data and satisfaction data are on par with that within the Sector reporting.

Customer Services: Our complaints management and perception data is another area for concern. When looking at the sector median, we are way above the number of stage 1 complaints received per 1,000 homes. This could be as a direct result of the Government campaign “Make Things Right” and the additional work we have been doing ourselves to promote complaints to tenants. Unfortunately, what doesn’t help is the number of complaints responded to within time combined with low satisfaction. We do have our upcoming Improvement Day which is designed to inform colleagues about the importance of fully investigating and responding to complaints and more about the Ombudsman’s code.

Stage 2 data shows we have a higher amount of stage 2 complaints compared to the sector median however, the increase is in line with what we are seeing with stage 1.

Going through stage 1 and stage 2 data, we currently have 149 complaints that are overdue a response. Tenant satisfaction on "Listens and Acts", "Kept Informed" and "Treated fairly and with respect" are below sector median. However, when comparing our scores to 22/23, we have seen an increase in these areas which is promising. Maybe our call back programme within our surveys are helping to drive up satisfaction, along with activities such as Community Action Days.

Neighbourhoods and ASB: We are seeing a higher amount of ASB cases and hate crime incidents per 1,000 properties compared to sector median. We have remained at 51% for ASB satisfaction two years running. It will be interesting to see within the HouseMark benchmarking/league tables if there is any learning on why we are experiencing more complaints than the sector median and carry out some further analysis with our peer group.

With regards to communal areas, in the last year, Babergh has seen a decrease in satisfaction from 60% to 51%, where Mid Suffolk has increase from 65% to 72%. Positive neighbourhood contribution has seen an increase for both councils – 5% for Babergh and 7% for Mid.

Data: Biggest issue continues to be our data. We are still experiencing issues in reporting data on complaints, repairs data accuracy and our decent homes data. We had that the new complaints system, job management system, and stock condition survey will help our 24/25 reporting will be easier however, the benefits won't be fully realised until 25/26 as new systems have yet to go live, and we are already in the next data collection year i.e. 24/25. Due to the data concerns, would like to say that we are likely to experience a lot of validation queries.

Next Steps:

- Data clarification work to ensure accuracy
- Submission to Regulator end of June
- Submission to HouseMark May/June
- Publish data set online
- 4 x Improvement days
- Action plan
- Ongoing reporting to all tenants – annual report, My Home Bulletin, website updates
- Review of question set to establish further insight

3. Greater Places budgets for 2024/2025

Babergh- £2.4 Million

Mid Suffolk- £254,000

We have identified 4 large scale projects at Blackfriars, Sandringham Court, Gayford Court and Gainsborough Road. We will be looking to procure the same contractors for all works. We are currently looking at assets and other improvements needed on these estates so we can include these at the same time.

Small scale work projects have been identified but looking for support elsewhere in the business. Such as through the help of communities and other teams that also manage similar projects.

TC: Is there still funding and are you accepting new applications?

ACTION: GM to send Board the list of projects identified.

4. Tenant Handbook Scrutiny Plan

The Tenant Handbook scrutiny project to run from April-June in which the Tenant Board will lead on the project, we have recruited 9 tenants who would be happy to complete more online work. The Board viewed the draft project plan, they will review outside of the meeting and send GM the completed project plan. The Tenant Board will also send GM a list of questions they want the scrutiny panel to consider when reading the draft handbook.

ACTION:GM to send Board survey results and draft handbook.

ACTION: Tenant Board to come back to GM with completed project plan and questions for the panel.

5. Any Other Business

TC mum was also on the call and said that there have been repeated issues with the streetlight at Blackfriars Sudbury. TC's mum is a leaseholder and had problems reporting repairs as a leaseholder when calling Customer Services.

ACTION: GM to report this and report back to TC.

DW:

Tenant Engagement Structure: The Overview and Scrutiny Committee were happy with the tenant engagement governance structure. As a result, both Portfolio Holders for housing will now be coming to the Tenant Board meetings. They will be sitting on the board with yourself but won't be there to make decisions. They are there to act as link between cabinet and the board

We will take a report about what the Tenant Board has been doing to Overview and Scrutiny Committee every 6 months and Cabinet every 6 months. Any recommendations from scrutiny projects that require Cabinet approval (e.g new staff) will go through Overview and Scrutiny who can also make their own recommendations. This will then go to cabinet, and the decisions will be feedback down to the Tenant Board. This will make it easier for tenants to be able to influence the decision making process and show the regulator we are compliant with the new Consumer Standards.

The Overview and Scrutiny Committee members would also like to join a Tenant Board meeting or have invited the Tenant Board to one of their future meetings.

ACTION: GM send information on dates to meet the Overview and Scrutiny Committee to the Board.

HRA Business plan: The HRA Business plan monitors the finances we gain and the spend on HRA land. This includes the income we receive from rent and garages and loans. It also includes the money we spend on the maintenance for properties and neighbourhoods. We will have a set of priorities within the HRA Business Plan which will mirror all housing services strategies. When we have this, we will bring this to board quarterly to keep you up to date with progress. We also look after private sector of housing so this will include tackling homelessness, private sector safe homes.

-----Meeting end at 19:08-----