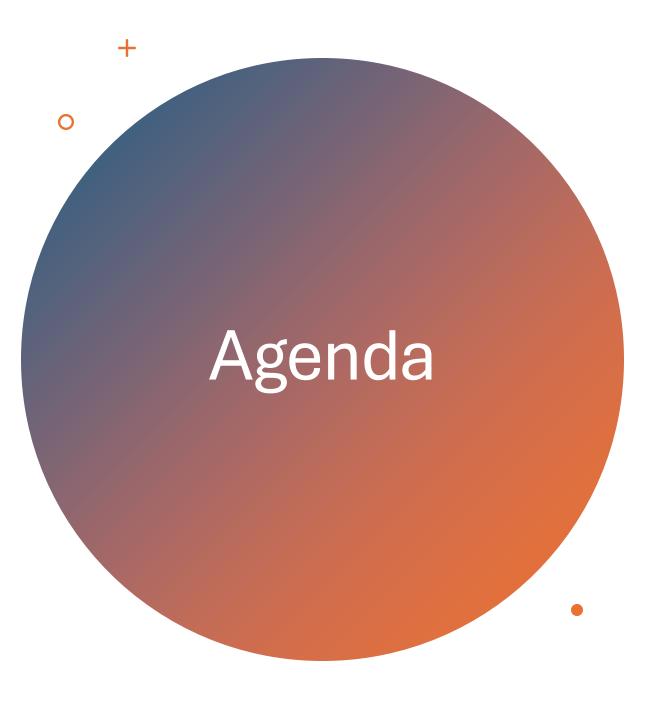
Tenant Board



26th June 2024



- Action(s) from last meeting
- Transactional Surveys and Housing Improvement Workshop
- Housing Updates Complaints, HRA budget and Building Services update
- Tenant Handbook Scrutiny Project update
- Community Action Days update
- Chair and Vice Chair
- Any Other Business

+

Actions from the last meeting

- DW to invite a member of the Public Realm team to an upcoming meeting – Grounds Maintenance to attend 28th August meeting.
- GM to send Tenant Board the Handbook scrutiny reports
- Tenant Board to come back to GM with scrutiny recommendations
- GM To send Board information on Chair and Vice Chair

Transactional Surveys and Housing Workshop ...

Vicky Freer

Housing Updates : •

David White

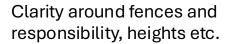
Tenant Handbook Scrutiny Project



Results from panel survey shared with Board



Further suggestions:



More use of visuals and graphics

Tenant Portal promoted from the beginning

Clarity around role of Housing Officer

Clear timelines for repairs



These will now be added and the draft handbook and report shared with Overview and Scrutiny Committee



We will share the final draft version with you for approval



- We have now held five of the nine of these we have planned for this year:
 - Chelmondiston Babergh
 - Claydon Mid Suffolk
 - East Bergholt Babergh
 - Stowmarket Mid Suffolk
 - Hadleigh Babergh
- The following are still to come:
 - Haughley Mid Suffolk
 - Lavenham Babergh
 - Great Cornard Babergh
 - Eye Mid Suffolk









Claydon



East Bergholt







Stowmarket – Combs Ford

Chair and Vice Chair

- All Board members to have 1:1 meetings before September.
- Nominations for Chair and Vice Chair to be received by the end July 2024.
- Chair and Vice Chair roles we will look to provide training for those appointed.
- Appointments to be made in September 2024 at end of year meeting.

Any other business

- Annual Report for Tenants
- Questions for Arthur Charvonia at next Board meeting