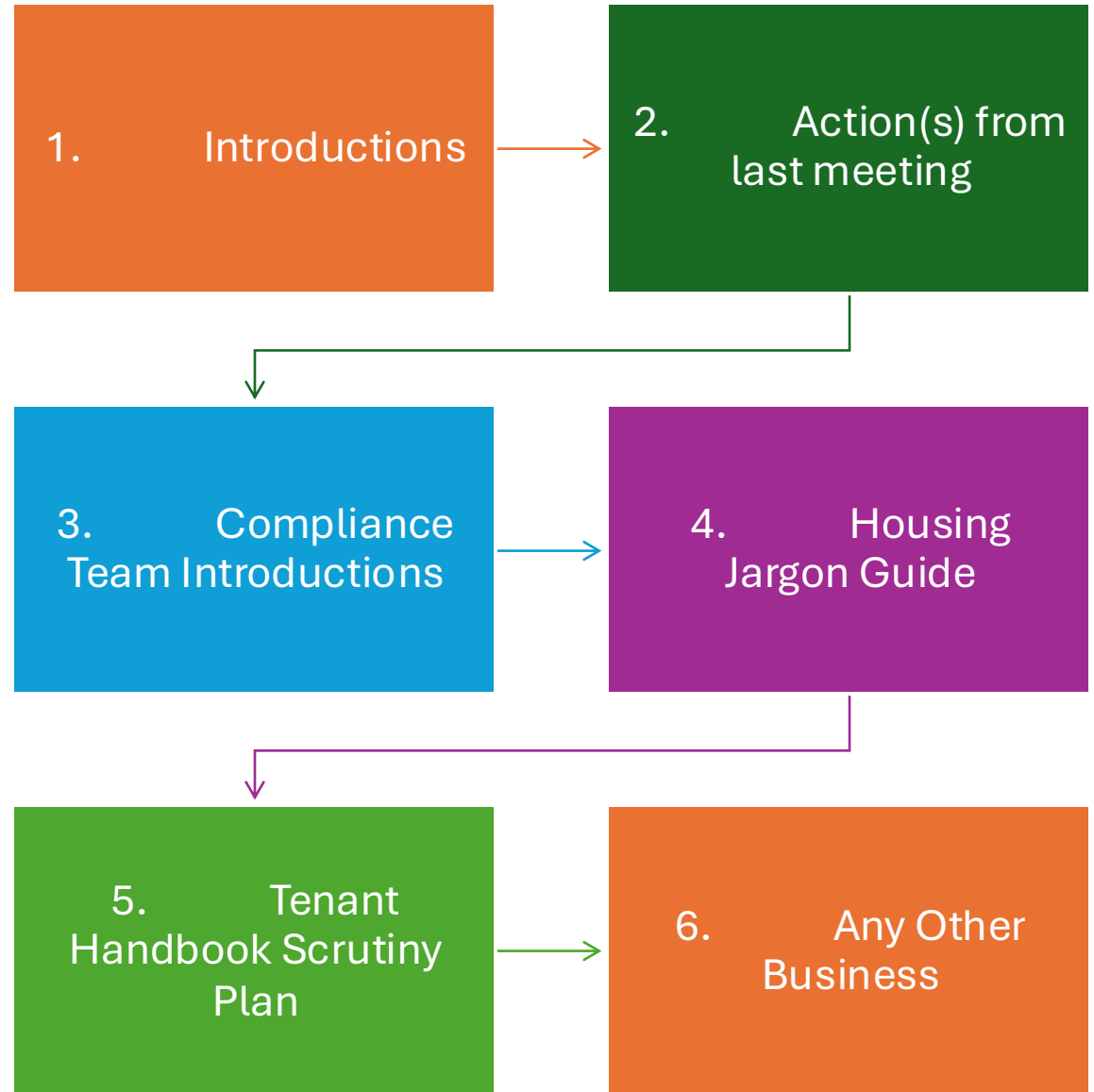




Tenant Board Meeting

29th May 2024

Agenda





Introductions

Compliance
Team

Portfolio
Holders



Actions from last meeting

- ✓ GM to send Board the list of projects identified
- ✓ GM to send Board survey results and draft handbook
- ✓ Tenant Board to come back to GM with completed project plan and questions for the panel.
- ✓ GM to report this and report back to TC
- ✓ GM send information on dates to meet the Overview and Scrutiny Committee to the Board.



Compliance Team

Housing Jargon Guide



The Housing Transformation Team have created a guide to help tenants understand Housing Terms.



The guide will also be used to by staff to consider other ways when talking to Tenants and other teams.

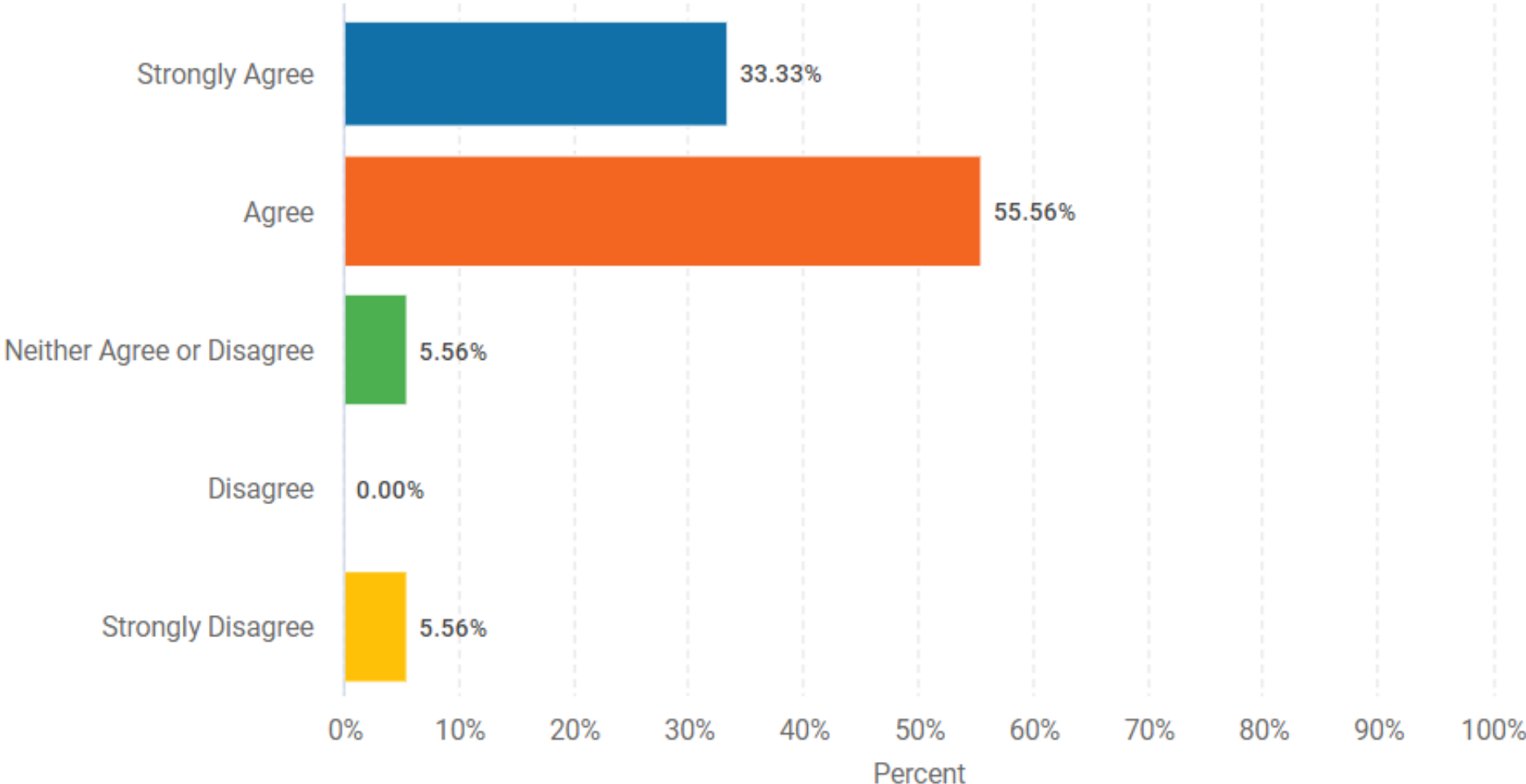


Sent tenant Resident Readers to review

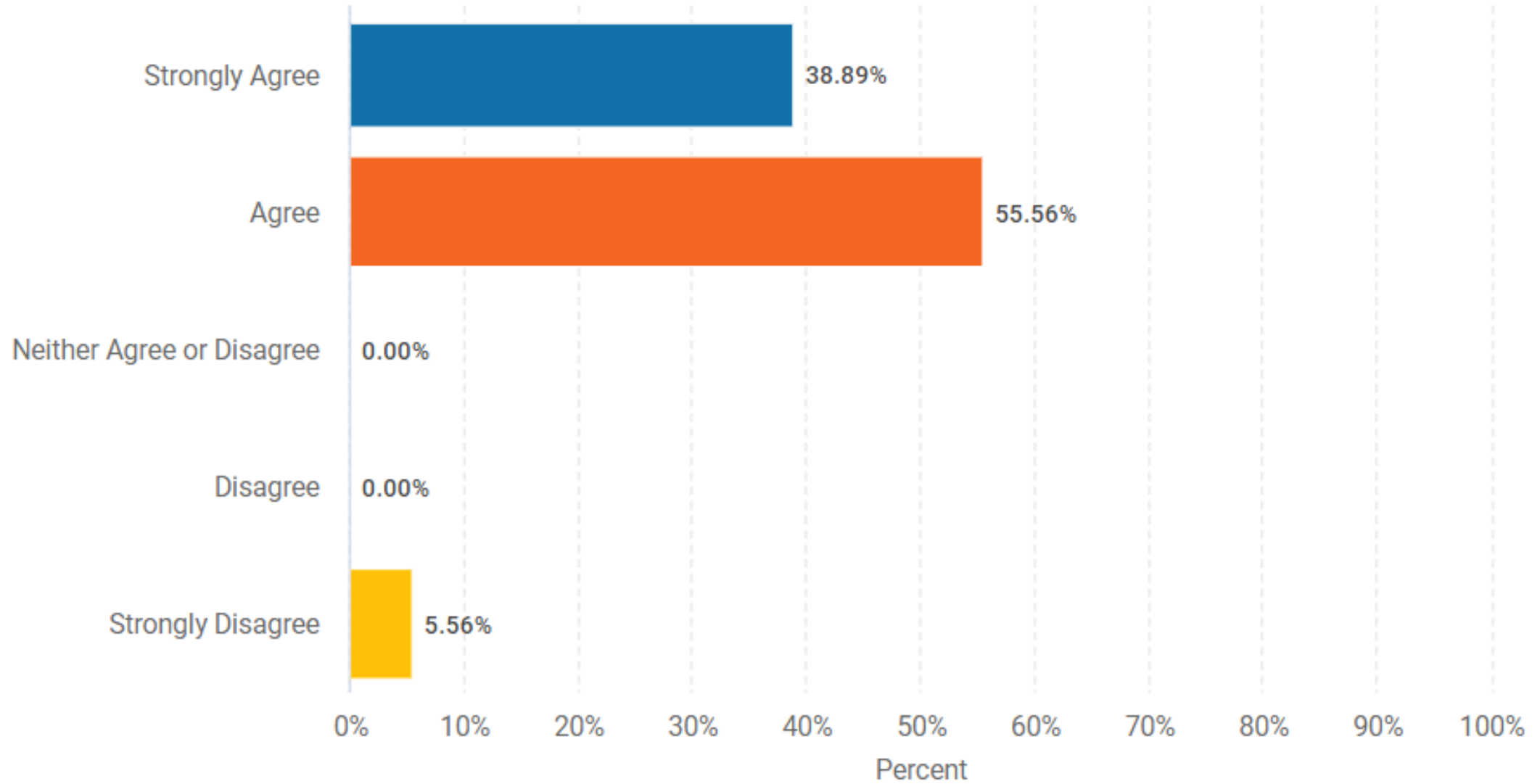


Positive feedback, but comments wanting additional definitions around Council jargon.

To what extent do you agree that the guide was clear and easy to understand?



To what extent do you agree the guide clearly explains housing terms?




Additional Feedback

- Inclusion of Council wide terms from different teams e.g Public Realm
- More clarity on Sheltered Housing Officers Definition
- “The guide is quite easy to understand and covers all aspects of what is expected from the Council and the tenants.”
- Useful if you are looking for a specific definition, however, is quite a long read.



Tenant Handbook Scrutiny Plan

SO FAR...

- Sent initial questionnaire to those who received previous handbook and had moved in the last 18 months
 - Reviewed survey and improved the handbook
 - Tenant Board created questions they wanted to ask the Scrutiny Panel
 - Survey with new handbook was sent to 40 tenants who said they wanted to do more work with us
 - Tenants had the chance to win 1 of 4 £25 Vouchers.
- 

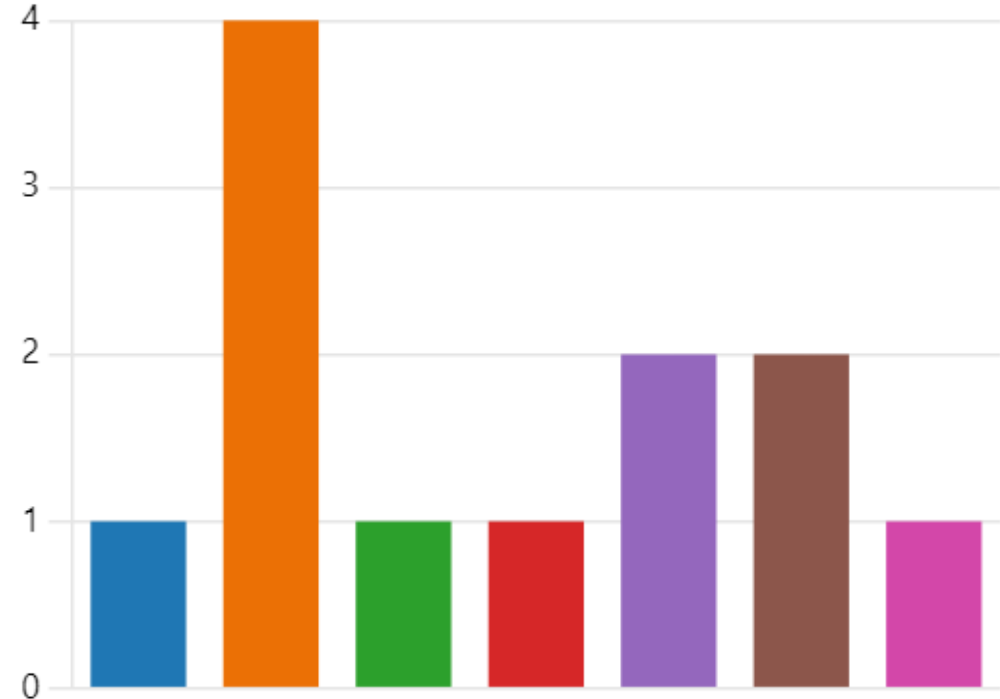
Tenant Handbook Survey

3. Age

[More Details](#)

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+






1
4
1
1
2
2
1



2. Gender

[More Details](#)

 Insights



 Male	0
 Female	12
 Non-binary	0
 Prefer not to say	0
 Other	0



6. What district do you live in?

[More Details](#)

 Insights






 Babergh	5
 Mid Suffolk	7



9. To what extent do you agree that handbook is clear easy to understand?

[More Details](#)

 Insights






 Strongly agree	5
 Agree	6
 Neutral	1
 Disagree	0
 Strongly disagree	0

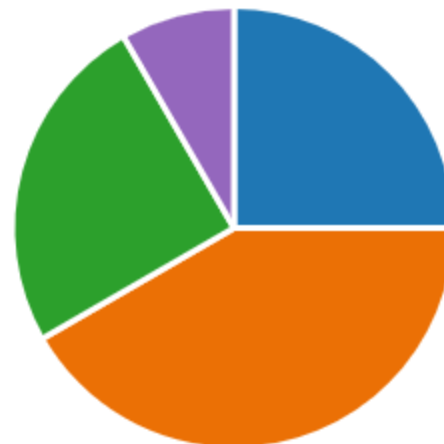


10. To what extent do you agree that feedback from the original survey was taken on board?

[More Details](#)

 Insights



 Strongly agree	3
 Agree	5
 Neutral	3
 Disagree	0
 Strongly disagree	1

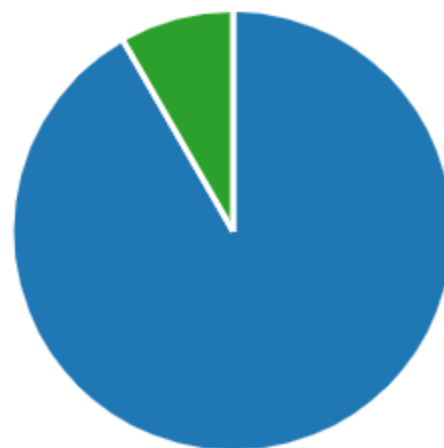


11. Do you feel that the guidance on how to make a complaint is easy to follow and understand?

[More Details](#)

 Insights






 Yes	11
 No	0
 Not sure	1



12. To what extent do you agree that the repairs charts are laid out simply?

[More Details](#)

 Insights

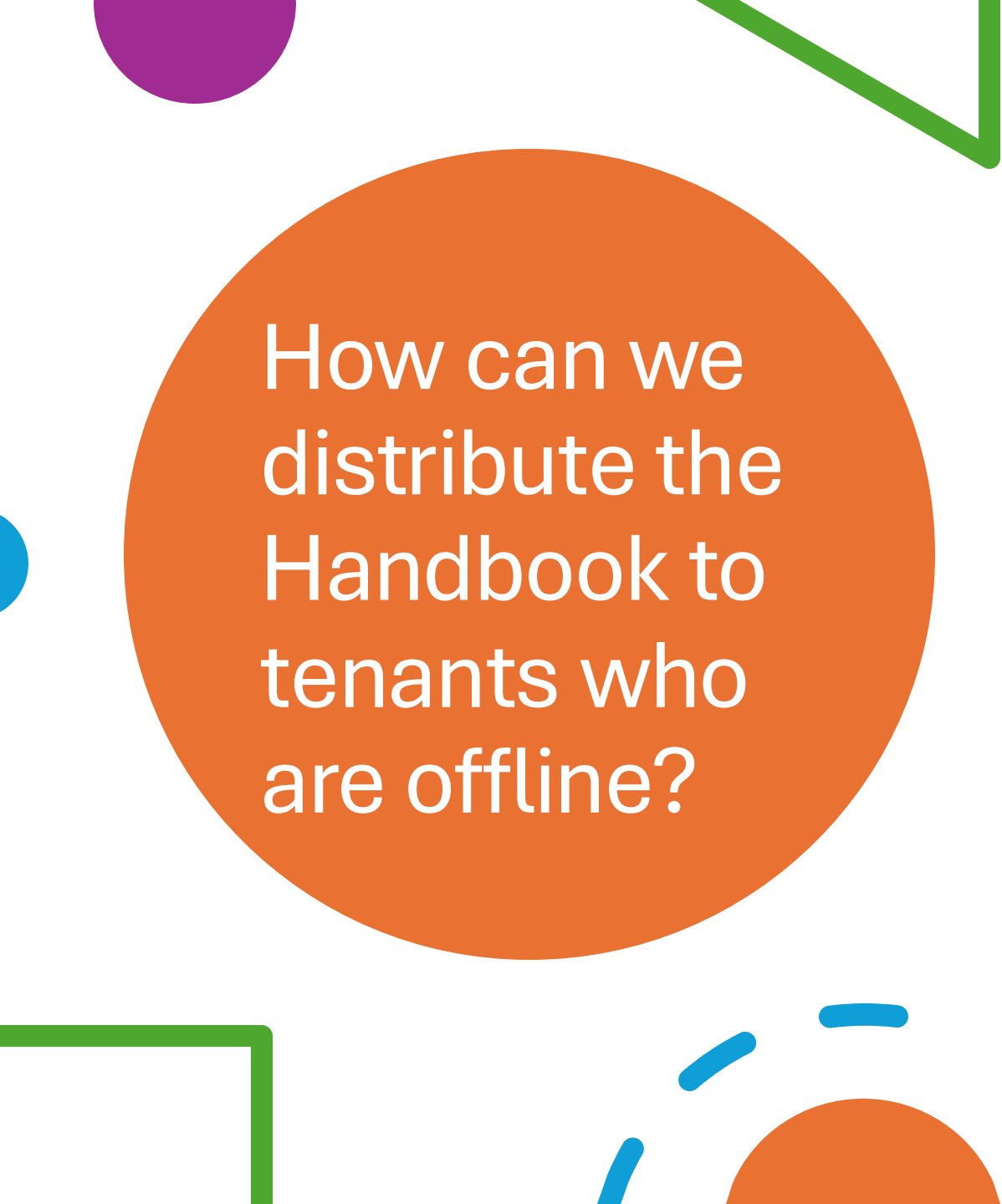
 Strongly agree	3
 Agree	8
 Neutral	1
 Disagree	0
 Strongly disagree	0



Survey Comments


- More clarity on repairs such as fencing and guttering
- Inclusion of information around Air Source Heat pumps
- Additional information for those living in Sheltered (service charge breakdown, guest rooms and facilities)
- Simple and easy to read and understand



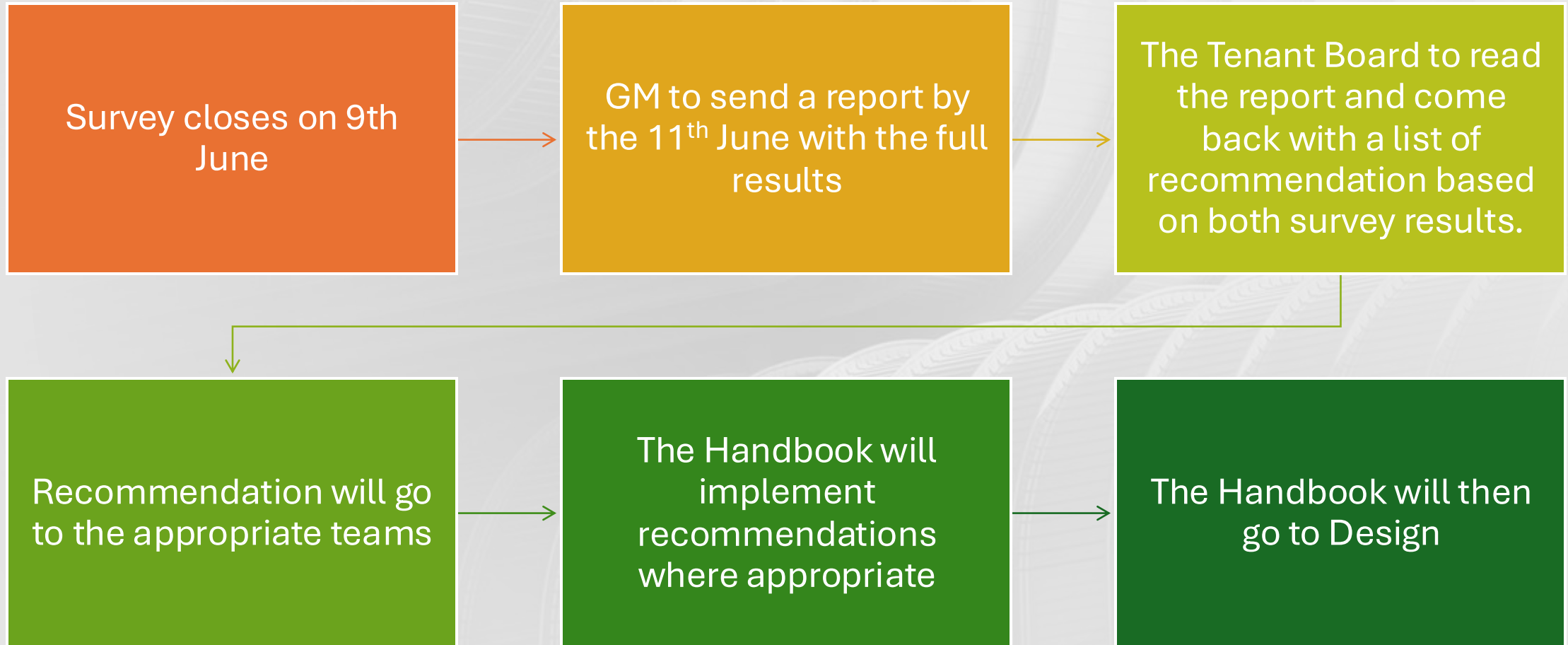


How can we
distribute the
Handbook to
tenants who
are offline?

We received the following suggestions:

- A shorter leaflet
 - Everyone has a printed copy sent to them
 - Sheltered Housing Officer to deliver the handbook to those who are not online and live in Sheltered Accommodation
 - Tenant volunteers deliver the handbook to those who are not online
 - A communal copy in Sheltered Accommodation
 - Physical copy sent to everyone over a decided age
- 

Next Steps





Any other
Business?