



Tenant Board

29th October 2025

Agenda



- ▶ Declarations of interest (2 mins)
- ▶ Action(s) from last meeting (3 mins)
- ▶ Tenant influence budget
- ▶ Communication scrutiny update (15 mins)
- ▶ De-sheltered update (10 mins)
- ▶ Overview and Scrutiny Committee update (15 mins)
- ▶ Getting to know you project update (15 mins)
- ▶ Housing Revenue Account discussion (20 mins)
- ▶ Any other business (5 mins)

Declaration of interest

- ▶ None required.



Action from last meeting



- ▶ Tenant influence budget to move to next meeting agenda.
- ▶ Full report on decommissioning of sheltered schemes to be shared.

Tenant Influence Budget



- ▶ Want to have your involvement and awareness of Tenant Engagement Budget but want this to be meaningful – David currently working with Finance Business Partner to get itemised costs.
- ▶ Seeking guidance from TPAS about best practice ways of doing this in a local authority setting
- ▶ Will keep this on the forward plan and provide board with an update at a future meeting.
- ▶ Tenant Influence Budget includes expenses including:
 - Tenant Training Courses & Conference attendance
 - Tenant Incurred Expenses (travel costs such as parking, mileage, train travel, subsistence etc)
 - Professional body membership fees (TPAS & Association of Retained Council Housing)
 - Incentives to encourage tenant participation (gift vouchers, lunches etc)
 - External Room Hire for workshops etc
 - Promotional materials sundries and supplies for community action days, workshops etc.

Communication Scrutiny Update



- ▶ Received the documents to review by Customer Services
- ▶ 5 Call Transcripts
- ▶ 5 Email Chains
- ▶ 5 Live Chats

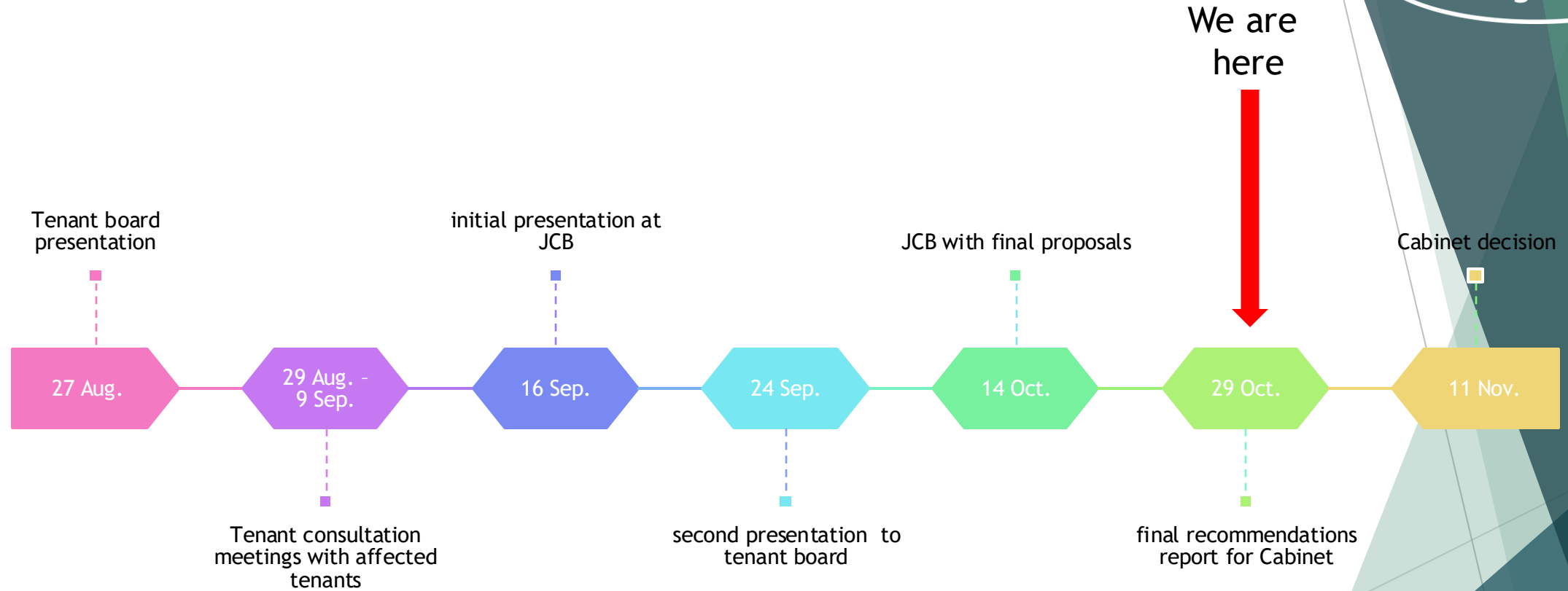
- ▶ Working on Journey maps of complaints where internal communication was raised- mixture of Contractors, Building Services, Compliance, Tenancy Services (ASB)
- ▶ 47 tenants initially interested in taking part
- ▶ Plan to start around Mid-November.

Decommissioning Sheltered update



- ▶ Proposal is looking at 8 schemes where the alarm systems will start to fail due to digital switchover.
- ▶ Upgrading systems would be expensive and cost would be recovered via service charges.
- ▶ Majority of tenants don't use or require current alarm service.
- ▶ Extensive tenant consultation and survey.
- ▶ Proposal is to decommission all 8 with stipulations:
 - ▶ Tenants who will require alarms / calls will be supported to source these
 - ▶ Local lettings policy in place for 10 years

Timeline



Tenant Scrutiny Update to Member Overview and Scrutiny Committee



- ▶ Twice a year update to member O&S Committee about Tenant Led Scrutiny (October & March)
- ▶ Provides members with reassurance that Tenant Scrutiny is happening, is meaningful and tenants are being listened to and can influence service delivery
- ▶ Attended by Liz and Sara – Feedback.
- ▶ Recommendations made:
 - ▶ That the Joint Overview and Scrutiny Committee notes the recommendations made by the Tenant Scrutiny Board and is assured that this work is meaningful and that tenants are successfully influencing services.
 - ▶ That the Cabinet Members for Housing explore communicating the work of the Tenant Scrutiny Board and the transformation to the housing service to all tenants, including within the Mid Suffolk Magazine.
 - ▶ That the Joint Overview and Scrutiny Committee endorses the provision of incentives to the Tenant Scrutiny Board members for their time and work undertaken.

Getting to know you project



- ▶ Project aims to increase the amount of correct data that we hold for tenants
- ▶ Holding accurate data key part of consumer regulations – and ensures we are delivering fair and equitable services
- ▶ Vulnerability particularly key
- ▶ All Housing staff given around 30 properties each and are attempting contact through email and telephone following up with visits where needed
- ▶ Staff ‘buddied up’ to prevent lone working when out in our Districts
- ▶ Started with 24% full and accurate data in Babergh and 27% in Mid Suffolk
- ▶ Now up to 40% in Babergh and 47% in Mid Suffolk
- ▶ Collected next of kin information
- ▶ Very positively received by majority of tenants and have picked up other issues such as damp and mould
- ▶ In January we plan to bring reports to Board, Housing Programme Board and Cabinet

Housing Revenue Account



- ▶ DF presented full picture at July meeting.
- ▶ What areas of Housing Finance would the Board like to know about at the next meeting?
- ▶ Thinking about services we provide (voids & lettings, repairs, housing improvements, grounds maintenance, staffing costs, housing management costs etc.)
- ▶ We will also soon have last year's costs for housing management services benchmarked by Housemark which compares our spend and costs on services against other similar local authority landlords.

Any Other Business

- ▶ Asset management survey
- ▶ Decant process engagement
- ▶ Christmas meal – 3rd December or 10th December
- ▶ Tenant Board 1-2-1's
- ▶ Tenant Board video
- ▶ Staff Recruitment Influence
- ▶ Colchester Borough Homes meet up- 3rd December 9:30-11:30, Endeavour House
- ▶ Housing interviews date change- 7th November.

