




Tenant Board

30th October 2024

Agenda

1. Action(s) from last meeting (5 mins)
 2. Compliance introductions (15 mins)
 3. Repairs and Maintenance Policy (15 mins)
 4. Service Charge Review (20 mins)
 5. Overview and Scrutiny Committee (15 mins)
 6. Anti-Social Behaviour Scrutiny (10 mins)
 7. Any Other Business (5 mins)
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Actions

- GM to send dates for Christmas Party (Done)
- GM to send resource list to TB (Done)
- Declarations of interest to be added as a standing item on the agenda
- DF to send Housing Training document (still waiting)





Compliance Introductions

Adam Gayford and Chris Gibbs



Repairs and Maintenance Policy

Alison Wade and Keeley Whitlock



Service Charge Review

Paul Heaney

Overview and Scrutiny Committee

1. Overview and Scrutiny reviewed the scrutiny projects for both the Tenant Handbook and the Annual report.
2. There was a greater focus on the Handbook as this project had multiple stages and had gathered the tenants' views throughout project.
3. The following recommendations were received by the Overview and Scrutiny committee
 - **1.1.** That the Joint Overview and Scrutiny Committee supports the work undertaken so far by the Tenant Scrutiny Board, in particular the Tenant Handbook.
 - **1.2.** That the Committee endorses the suggestion that the Tenant Scrutiny Board reviews housing complaints and anti-social behaviour in the near future.

Overview and Scrutiny Committee

4. Some members of the Overview and Scrutiny Committee suggested that we could do more work around understanding how representative the participants of the projects are in comparison to our wider tenant base. This is something that the Housing Team are working on, and now all housing and customer services staff who contact a tenant, should be looking to gain any missing information so we can add this to the system.
5. The Overview and Scrutiny committee thanked the Tenant Board and all involved tenants for their hardwork during both projects. They were very pleased with the designed Handbook and could see that we had listened the tenants voice throughout the project.

Anti Social Behaviour Scrutiny

- Scrutiny Project to run from November-March
- Board members will each receive different data that we hold on ASB
 - ASB Transactional Stats
 - ASB Transactional Commentary
 - ASB Perception
 - ASB Perception Commentary
- Board members will then conduct a desktop review on the data (By December 9th)
- We will meet in January to decide what we will scrutinise based on your findings.



Any other Business

- Christmas 9th December at The Beagle
 - Next meeting Wednesday 4th December
 - TPAS Chair training- Online, 17th December
 - Stop the Social Housing Stigma- 5th November -LAST CALL-
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