

## Tenant Panel Meeting – Tuesday 18th April 2023 – Friends Meeting House

Thank you for attending the Tenant Panel Meeting and for all your feedback and suggestions. Please find below a summary of the discussion points. If we have gotten anything wrong in the minutes, or you feel we have missed a point you raised, please contact us on 01273 732061 or [tenants@seaside-homes.org.uk](mailto:tenants@seaside-homes.org.uk) so that we can correct the minutes. The next tenant panel meeting is on Tuesday 18<sup>th</sup> July at Friends Meeting House, we hope to see you there!

Agenda Item	Minutes
Terms of Reference for Tenant Panel	<ul style="list-style-type: none"> <li>- Niamh distributed draft Terms of Reference and we went through each section</li> <li>- Tenant expressed that posting the minutes after meeting is helpful</li> <li>- Query about tenant representatives from each block/area to attend panel. Niamh responded that we may not have enough residents interested to do this across the board, but we happy for tenants to organise this for their block.</li> <li>- Tenant happy that feedback from previous meeting has been used to draft the terms of reference</li> </ul>
Quorum and decision making for tenant panel	<ul style="list-style-type: none"> <li>- Proposal was for all tenant panel decisions to be made via majority, with each panel member casting one vote.</li> <li>- Tenants raised concern where there is an equal number of attendees and the vote is split 50:50</li> <li>- Tenants proposed that a chair is voted in at the beginning of each meeting and where there is a 50:50 split in the vote, the chair will cast the deciding vote.</li> <li>- <b>Decision:</b> This proposal was put to a vote and all panel members voted this in (unanimous).</li> <li>- A panel member was voted in as chair for this meeting.</li> </ul>
Panel to proceed if 3 or more tenants are in attendance.	<ul style="list-style-type: none"> <li>- Tenants agreed, but advised that if the fewer than 3 tenants attend and those tenants would like to</li> </ul>

<p>Where fewer than 3 tenants attend, continuing the meeting and distributing minutes will be at the discretion of Seaside staff.</p>	<p>meeting to proceed, Seaside staff should adhere to the tenants' decision.</p> <ul style="list-style-type: none"> <li>- Agreed that for decisions to be formally voted on requires 3 or more panel members in attendance.</li> </ul>
<p>Scrutiny</p>	<p>Niamh explained the opportunity to attend Introduction to Scrutiny training in advance of joining the first Scrutiny Task &amp; Finish Group.</p> <p>Niamh explained opportunity to access TPAS Connect, an online community for involved tenants with helpful resources and training opportunities.</p>
<p>Voting in the Terms of Reference</p>	<p>Does the Panel approve the Terms of Reference with the amendment of voting in a chair for each meeting who will make the final decision on any hung votes?</p> <p><b>Decision:</b> Yes (Unanimous)</p>
<p>Code of Conduct for Tenant Panel</p>	<p>Niamh distributed and went through the draft Code of Conduct for the Tenant Panel.</p> <p><b>Decision:</b> Approved (Unanimous)</p>
<p>Scrutiny Task &amp; Finish Group Topic</p>	<p>We discussed Scrutiny Task &amp; Finish Groups, went into detail about what the process will look like and took suggestions of what the first topic for scrutiny should be.</p> <p><b>Decision:</b> The first Scrutiny Topic should be Complaints (Unanimous)</p>
<p>Fire Safety</p>	<ul style="list-style-type: none"> <li>- Brett Wells and Alisson DalBosco attended from Brighton &amp; Hove City Council's property safety team.</li> <li>- Brett and Alisson took questions from tenants about fire alarms</li> <li>- Brett and Alisson advised that tenants cannot silence communal alarms as there is a risk that the alarm will be silenced when there is a real fire</li> <li>- The Council contract ABC Security to attend to communal fire alarms within 1 hour and silence the alarm.</li> </ul>

	<ul style="list-style-type: none"> <li>- If AP Security attend and discover that the issue is a technical fault with the alarm (and so they cannot silence the alarm), they will then contact a separate contractor, Sureserve, who will attend within 4 hours to address the technical fault and silence the alarm.</li> <li>- Brett advised that tenants must ring the Council to advise them a fire alarm is ringing so that they can instruct AP Security to attend.</li> <li>- Brett advised that the Council is exploring the option of having auto-diallers linked to the alarms so that the Council (or AP Security) are automatically alerted when an alarm is activated. There is no final decision or timeline for this at present.</li> <li>- Brett advised that there are notices in all blocks, near the fire alarm controls, to call the Council if the alarm is activated.</li> <li>- Tenant raised issue of people leaving belongings in corridors and stairwells. Brett advised the Council have a zero-tolerance approach to this as it is a fire hazard, and advised tenants to inform the Council so they could take action.</li> <li>- Niamh asked if there is performance reporting available to see if AP Security and Sureserve are attending within the contracted timeframes, Brett advised that this is not available.</li> <li>- Brett confirmed that the fire brigade will only attend if there is a confirmed fire.</li> </ul>
Fire Alarms	<p><b>Action:</b> Niamh to publish information on the fire alarm process in the next Newsletter, including a reminder that no one will attend to silence the alarm unless tenants ring the Council to advise them the alarm has been activated.</p>
Cleaning of Communal Areas	<p>Niamh went through the cleaning schedules of communal areas for low rise, high rise, and Seaside-only blocks. Niamh advised that Seaside-only blocks are cleaned by the Temporary Accommodation (TA) Caretaking Service, whilst all other blocks are cleaned by the Council's Estates Team.</p> <ul style="list-style-type: none"> <li>- Discussion about the Caretaking Service not attending for months at a time and communal areas becoming very dirty.</li> </ul>

- Discussion about one of the TA Caretaking Service having been on long-term sick leave and this impacting on the service delivered. Frustration expressed that the TA team did not hire a temporary cleaner in the interim. Concerns that tenants are being charged for cleaning service through the service charge, but are not receiving the service.
- Concerns raised that the standard of cleaning from TA Caretakers is not acceptable; floors not being mopped.
- Discussion about tick sheets displayed in communal areas that Caretaker completed whenever they attend. These used to be in effect but tenant's advised they are no longer displayed.
- Concern raised that litter picking of outside communal areas on block not being completed. Advised tenant to raise this with the Council.
- General advise for tenants to report as much as possible to the Council so that performance can be tracked and action taken.
- Tenant advised that he reports fly-tipping at his block regularly to the Council, and he finds that action is taken much more quickly if he copies his local ward councillors into the email to the Council.
- Tenants advised that Estates team are attending and cleaning to the published timescales/frequency and standards. No issues with Estates team service.

**Action:** Seaside to address concerns with TA team and request the service charge is analysed to see if tenants have been overcharged for services not delivered.

**Action:** Seaside to raise with TA team that tick sheets should be being completed and displayed in communal areas so that tenants know when cleaning has been completed

**Action:** Seaside to explore with TA team whether cleaning of Seaside-blocks can be passed over to Estates team, as tenants are much happier with the Estates team service.

	<b>Actions:</b> Tenants to report to Niamh where cleaning standards and frequency is not being met so that Niamh can track and report on this to the Council.
Next Panel Topic	Discussion on what the next Tenant Panel topic should be. No decision, agreed that Niamh will send around a survey asking what tenants want the next meeting to be about.

If you want to access TPAS Connect, the national online community for involved residents (with lots of resources and training opportunities!), please contact me on [tenants@seaside-homes.org.uk](mailto:tenants@seaside-homes.org.uk) or give me a ring.