



# BRIGHTON & HOVE SEASIDE COMMUNITY HOMES



Tenant Panel Meeting  
April 18<sup>th</sup> 2023



# Agenda

Terms of Reference & Code of Conduct

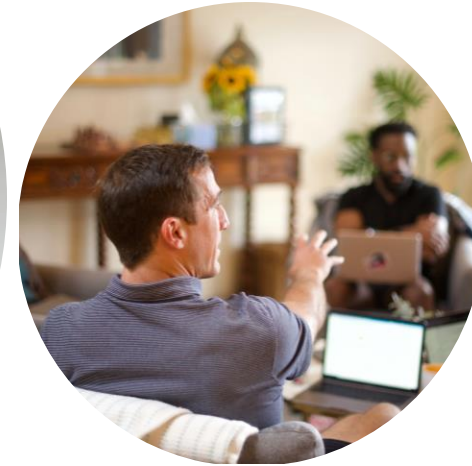
Scrutiny and training

Fire Alarms

Communal Areas

# Tenant Panel: Terms of Reference

- Drawn up by Niamh (Tenant Engagement Coordinator) from discussions at January Tenant Panel
- Sets out purpose of Tenant Panel and how it will work
- Seaside Homes welcomes and values the feedback and involvement of tenants to drive service improvements





## **Aims and Objectives**

The aim of the Tenant Panel is to provide an opportunity for Seaside tenants to discuss and feedback on Seaside Homes' service delivery.

The feedback and insights from tenants will be used to drive service improvements and influence Seaside Homes' decision making.



# Membership

All Tenant Panel Meetings will be open to all current Seaside Homes tenants.

Tenants are members of the Panel for the duration of each Panel meeting they attend. Tenants are not under any obligation to attend every meeting.

Attendance will be dependent on adherence to the Code of Conduct.

# Meetings

There will be 4 Tenant Panel Meetings per year, held quarterly.

Meetings will be held face-to-face.

Seaside Homes staff will arrange and facilitate the Panel meetings, with opportunities for tenants to get involved with leading meetings.

Seaside Homes staff will publicise the Tenant panel to tenants at least one month in advance of the meeting date.

# Minutes

Seaside Homes staff will take minutes of the meeting and send these to Panel attendees after the meeting. Panel members will have to opportunity to request amendments to the minutes up until the next Panel meeting. Where no amendments are requested, the minutes will be assumed approved.

Tenants will be consulted on and involved in deciding the topic of future Panel Meetings.

Where a vote is necessary, every member present shall have one vote and every decision shall be made by a majority of votes. The result of any vote will be recorded in the minutes of the meeting.



## Quorum

Tenant Panel meetings will require a minimum of three tenant attendees to conduct the business of the group.

Where fewer than 3 tenants attend a Panel meeting, it will be at the discretion of Seaside Homes staff whether to continue with the meeting, and whether to publish minutes and outcomes from the meeting.





# Scrutiny

Tenant Panel members are able to request a topic for scrutiny review.

Where the meeting meets quorum and a majority of members vote for the requested scrutiny review, Seaside Homes staff will be obliged to agree the scrutiny review.

Scrutiny review will be completed through a task and finish model.

Learning and outcomes from scrutiny reviews will be reported back to the Tenant Panel by Seaside Homes staff and/or involved tenants.



# Incentives

Seaside Homes will offer Tenant Panel members a £15 shopping voucher for each Tenant Panel meeting attended. This will be dependent on attending the full meeting.

Seaside Homes will offer Tenant Panel members free training opportunities to support their involvement.



Seaside Homes will offer Tenant Panel members free access to TPAS Connect, the digital community and resource for involved residents.



## Outcomes and Accountability

Seaside Homes will share publicly the learning and impact of Tenant Panel meetings in the Tenant Newsletter.

Seaside Homes will report on the outcomes of Tenant Panel meetings to the Seaside Homes Board of Trustees.

# Financial and Administrative Support

Seaside Homes will arrange and resource room bookings for the Panel Meetings.

Seaside Homes will provide all requested and relevant information on Panel topics so that Members can make informed recommendations.

Seaside Homes will resource the incentives as outlines in section 5.

Seaside Homes will provide reasonable financial, administrative, and practical assistance to support the meetings of the Tenants Panel.

Seaside Homes staff will attend every Panel Meeting.



# Review

Seaside Homes staff will consult with the Tenant Panel at least once every three years on the best way to involve tenants in the governance and scrutiny of the organisation.

The Tenant Panel will review the Terms of Reference at least once every 3 years.





Vote:  
Agree Terms  
of Reference

# Code of Conduct



Applies to all tenants when attending a Tenant Panel meeting.



Ensure that all tenants understand what kind of conduct is expected and what they have a right to expect from others.



Create a welcoming and respectful environment to encourage participation and effective tenant involvement.



Ensure an environment of mutual respect between members and between Seaside Homes staff and tenants.



# Code of conduct

Share	Share responsibility for panel decisions
Accept	Accept majority decisions
Respect	Respect confidentiality
Work	Work together to achieve objectives
Make	Members will make constructive contributions to meetings



# Code of conduct

Allow	Allow all attendees reasonable opportunity to speak
Understand	Understand that all views are important even if they are not the same as their own
Ensure	Ensure personal or individual enquiries are raised outside of the meeting
Language	Not use abusive or threatening language, or raise personal disputes
Respect	Treat each other fairly and with respect

# Code of conduct

Equality	Ensure equal opportunities are promoted irrespective of race, sex, gender reassignment, disability, age, marriage and civil partnership, religion or belief, or sexual orientation.
Discrimination	All forms of discrimination, hate crime, bullying or harassment are unacceptable.
Influence	Members will not attend meetings under the influence of alcohol or illegal substances

# Conflicts of interest



Tenants must declare anything that could be seen as a potential conflict of interest or as potentially influencing their contribution to a meeting.



This could be working for or having a direct interest in a company that does business with Seaside Homes or our Managing Agent.

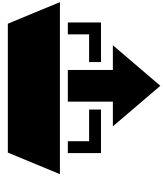


Any other interest that could affect judgment or give the impression that a member could be acting for personal motives (such as kinship, friendship or membership to an organisation)



Panel members with a conflict of interest may be asked to leave a meeting for certain agenda items.

# Breaches of the Code of Conduct



Tenants may be asked to leave the meeting



Tenants may be disallowed from attending future Panel Meetings



Breaches of the code may also result in tenants being removed from other tenant engagement activities, such as Scrutiny Task & Finish Groups



Vote:  
Agree the Code of  
Conduct

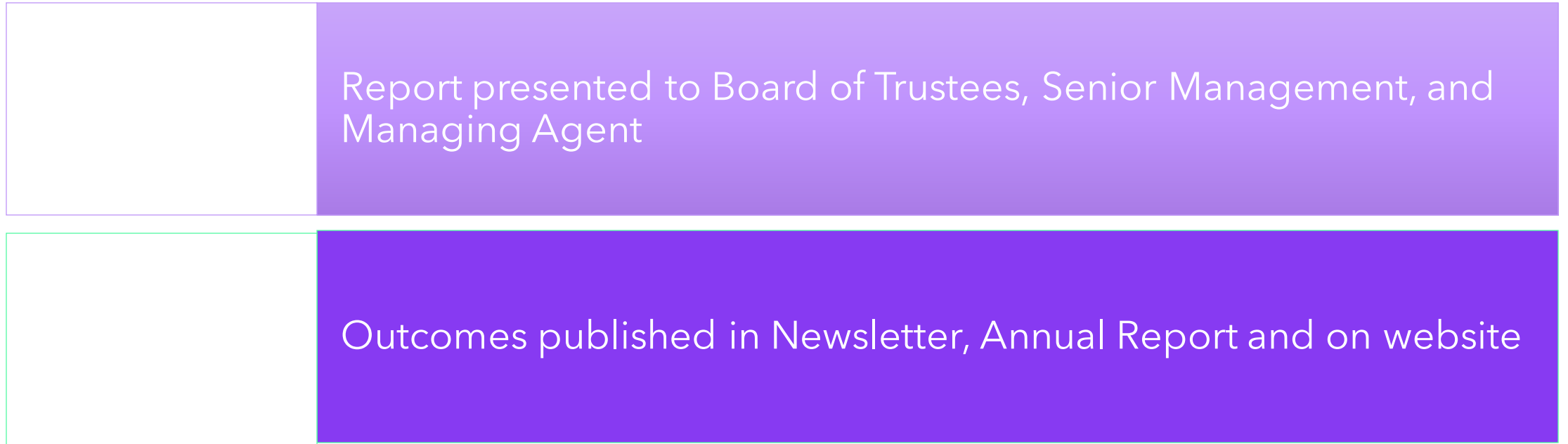


Topic two:  
Scrutiny

# Scrutiny Task & Finish Group

	Sent information by email or post to read through and send comments
	Meet up face-to-face to discuss
	Proposals and any additional info sent out by email or post for comment
	Meet up face-to-face or online to finalise report
	Sent final report for approval

# Scrutiny Feedback Loop





# Topic

Damp & Mould

Health & Safety

Repairs

Complaints



# Fire Alarms

**Robert Mabey** | Mechanical & Electrical Team  
Manager

**Brett Wells** | Health & Safety Manager | Housing  
investment & Asset Management (HIAM)



# Communal Areas

# Estates Service Cleaning Standards



Blocks that include council tenants are served by the Estates Services team at the Council.

Buildings that only have Seaside Homes tenants (houses, converted street properties) are served by the Temporary Accommodation team at the Council: The TA Caretaking Service.

# TA Caretaking Service



As a rule in a large building with lots of footfall in communal areas would be cleaned weekly and those with less footfall every other week. This service was recently affected by one of the caretakers on long term sick, he has now returned and is on a phased return doing reduced hours.

All maintenance issues are reported by the operatives on site to the Repairs service or to the Temporary Accommodation team's duty line.

# TA Caretaking Service Standards



- All communal areas and common rooms will be cleaned on a fortnightly basis.
- The caretakers will identify the areas to be cleaned and to keep the Communal areas looking presentable. The caretaker will then identify what which areas they have cleaned on the tick sheet and initial and date the sheet to identify what work was done and when it was undertaken.
- If you feel that an area has been missed or not cleaned to the standards below then please advise us via our duty system on 01273 294400 (option 3 followed by option1). These comments will be noted and remedial action taken. Please note the list of task below will not be undertaken on all cleaning rounds. The caretaker will assess what is necessary and respond accordingly. When works are undertaken they should adhere to these standards.

- Floors (including spot cleaning of carpet stains)
- Mats and mat wells
- Walls and ceilings (Please note it is not always possible to remove all staining and scuff marks through cleaning processes.)
- Banisters
- Doors
- Rubbish, litter and bulky waste items (If such items are too large for appropriate containers the caretaker should contact the appropriate duty Housing Officer who will arrange disposal.)
- External communal land - litter picking
- Repair notification

# Low-Rise Block Cleaning

Once a week

- Entrance lobby will be clean
- All accessible glazing will be cleaned
- All ledges and edges dust free
- All accessible paintwork will be clean

- Landings and stairs will be cleaned
- Stair handrails, will be clean and dust free
- All cobwebs will be removed
- Litter pick the immediate area around the building.
- Bin areas will be clean, tidy & disinfected.
- Lights will be checked & faults reported



## High-Rise Block Cleaning

### **Daily** – Monday to Friday

- Entrance lobby, floor and glass will be clean
- Ground floor edges and ledges will be dust free and accessible paintwork will be clean
- Bin areas will be inspected

### **Weekly** – on a Monday

- Litter pick immediate area by building
- Bin areas will be clean and tidy
- Lights checked and faults reported
- Accessible entrance glazing cleaned

### **Fortnightly** – on the first & second Monday of each month

- Landings and stairwells cleaned
- All accessible glazing will be clean
- Stairs will be clean and dust free
- Lift doors and interior will be clean


**We commit to:**

- **Respond to telephone calls within 24 hours.**
- **Visit you or leave a calling card if you are not at home within 24 hours of receiving your call.**
- **Respond to letters and emails within 10 working days.**


If you have any complaints, compliments or comments, please contact the Estates Service Team on **01273 294769** or at [\*\*estateserviceteam@brighton-hove.gov.uk\*\*](mailto:estateserviceteam@brighton-hove.gov.uk)

We are committed to these standards, but there may be times when we are unable to meet the schedule. Reasons may include: public holidays, adverse weather conditions, vehicle breakdown, staff training, sickness or holidays. We will investigate all complaints within 10 working days; should they be upheld we will offer our apologies and rectify any issues immediately.

<b>Task</b>	<b>Description</b>	<b>Time Scale</b>
<b>Emergency sharps pick up</b>	immediate response within communal areas	Same Day
<b>Make Safe</b>	Any potential Hazard on Housing Land (if possible)	Same Day
<b>Recondition Lock</b>	Lock failure due to normal wear & tear	24 Hours
<b>Lock Changes</b>	Not for lost or Stolen Keys	24 Hours
<b>Check &amp; reset trip switch</b>	Within Communal Areas Only	24 Hours
<b>Offensive Graffiti removal in communal ways</b>	All offensive Graffiti reported within communal areas	24 Hours
<b>Check security</b>	Emergency Request	24 Hours
<b>Secure roof hatches</b>	Emergency Request	24 Hours
<b>Adjust/Repair mechanical overhead door closer</b>	Non Electronic types	3 Days
<b>Fit handles</b>	Communal Doors	3 Days
<b>Adjust/Repair Communal Doors</b>	Non UPVC Types	3 Days
<b>Repair Communal door handle</b>	Main Entrance Doors & Communal Access Doors	3 Days
<b>Mechanical Main Entrance Door locks</b>	Non Electronic types	3 Days
<b>Fit hasp/staple/ padlocks</b>	Sheds & Communal Cupboards	5 Days
<b>Graffiti removal in communal ways</b>	All Non Offensive Graffiti reported within communal areas	7 Days
<b>Fit spy holes/chain/door security</b>	Assess/Supply & fit if required	10 Days
<b>Minor adaptation works</b>	Assess/Supply & fit if required	10 Days



Topic for next  
Panel



**What would you  
like to discuss at  
the next Tenant  
Panel meeting?**



Thank you

Niamh Mannion - Tenant Engagement  
Co-Ordinator

Email address: [tenants@seaside-homes.org.uk](mailto:tenants@seaside-homes.org.uk)

Website: [seaside-homes.org.uk](http://seaside-homes.org.uk)

Facebook: [facebook.com/BHSeaside](https://facebook.com/BHSeaside)

Phone: 01273 732061