

Tenant Panel Meeting – Tuesday 18th July 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 so that we can correct the minutes. The next tenant panel meeting is on the 17th October at Friends Meeting House, we hope to see you there!

Staff present: Niamh Mannion (Tenant Engagement Co-ordinator), Karen Griffin (Office Manager)

Agenda Item	Minutes
<p>Updates on Actions from last Panel Meeting (April 23)</p>	<ul style="list-style-type: none"> - Following the last Panel meeting about communal cleaning and fire safety, Seaside have addressed the issues raised by tenants with the Temporary Accommodation team (TACC). TACC committed to rectifying the issues and we have had confirmation of the following actions: - Cleaning tick-sheets have been put up in communal areas of blocks services by the Caretaker team to show what cleaning jobs have been completed on which days. - Caretakers have been assigned to cover absences of colleagues to ensure the cleaning is still completed. - Tenants fed back that the caretakers are now mopping the floors in addition to hoovering/sweeping them. - TACC have sent letters and put up signs in communal areas to all tenants about fire risk of leaving items in communal areas and confirmed they will be subject to immediate removal. - Pram parking area being installed in outside area of Preston Rd block so that prams aren't left in communal areas of the building. - Article published in Seaside News about Fire Safety and alarms, including reminder that the Council are not automatically informed when a fire alarm sounds, they will not know about this until a tenant rings them.
<p>New Possibilities Programme</p>	<ul style="list-style-type: none"> - Niamh talked through the New Possibilities Programme and explained Seaside have had very few tenants applying to the scheme. Niamh asked for feedback and suggestions about what might be discouraging tenants from applying and what might improve the scheme.

	<p>Tenant feedback and suggestions:</p> <ul style="list-style-type: none"> - The term “wellbeing” is quite medical and suggests it is about physical health. “Mental health” would be a better term to get the message across. - The suggestions and examples given in our promotional material tend to be focused on activities for children, so adults reading may assume the scheme doesn’t apply to them. In general, giving a few examples can make tenants less likely to apply if the examples aren’t relevant to them. - Suggestion to publish a really thorough list of examples to clearly communicate the range of activities eligible under the scheme, including activities relating to cultural experiences, job searches, learning, and training. - The name New Possibilities Programme doesn’t immediately communicate the purpose. Suggestions that we focus on cost of living/budgets, “out of reach”, “wouldn’t it be nice to...”, “change things up”, “break from the monotony”. - Suggestion that we publicise via posters in blocks. Niamh explained that most blocks are a mix of Seaside and Council housing so we wouldn’t want to confuse Council tenants who aren’t eligible, but that we could explore posters in Seaside only blocks. - Overall, feedback suggested the scheme itself is good and what needs to change is our communication around it. - Action: Niamh to review communication around New Possibilities Programme
Annual Report	<ul style="list-style-type: none"> - Niamh gave an overview of Seaside’s intention to produce and publish an Annual Report, including TPAS and Housing Regulator guidance on Annual Reports. Niamh showed powerpoint slides of the planned contents of the Report and asked for feedback. - Tenants feedback that we had covered everything they would want to see, and that their key concern is that we provide context (including timescales and benchmarking) and narrative alongside statistics so that they can be fully understood. Suggestion that we include case studies where possible (both positive and negative case studies), and try to make the information personally relevant to tenants and presented in a way they can connect with. - Tenants suggested an introduction explaining the way Seaside Homes works, especially in relation the BHCC

	<p>nominations rights / temporary accommodation aspect, and BHCC as Managing Agents, and the fact that some of our properties are located within Council Housing blocks and how this impacts on how communal areas are managed. Suggestion that we publish a map of where Seaside Homes properties are located to provide context.</p> <ul style="list-style-type: none"> - Niamh offered the opportunity to proof-read the Report before publication and suggest edits and changes. Niamh will remind Panel members of this opportunity again once the first draft is produced. Action: Niamh to publicise opportunity to review draft of Annual Report before publication.
Scrutiny	<ul style="list-style-type: none"> - Niamh reflected that the TPAS Scrutiny training had gone well and we are wanting to keep the momentum and hold our first Scrutiny Task & Finish Group. - Niamh raised that whilst the Panel had suggested “Complaints” as the first area for scrutiny, the TPAS trainer suggested that we begin with scrutinising our communication strategy, including website, Handbook, SMS, Newsletters, etc. Niamh said we will keep Complaints on the list for scrutiny at a later date. - Tenant’s responded that looking at communication, particularly the Handbook, would be a useful exercise. Action: Niamh to arrange the first Scrutiny Task & Finish Group on Communication and send out information to tenants. - Tenant suggested that we should send tenants who have been resident for a many years a new updated Handbook as the Handbooks they were given at tenancy sign up will now be out of date. Action: Niamh agreed to assess the associated costs of this and progress with this action if possible – Niamh suggested if we are going to review the Handbook as part of the first Scrutiny group we will want to wait until this is completed and the Handbook updated before issuing these out.
AOB	<ul style="list-style-type: none"> - Tenant raised that a fire alarm panel in his block has been showing an error message since it was last reset. He has raised this with TACC and someone has attended to examine the Panel, but the error message is still showing. Seaside staff have been liaising with TACC about this and Karen agreed to raise this with TACC again following the meeting. - Tenant raised that they feel Mears provided a better repairs service than the inhouse Council team, and that it

	<p>is harder to get through to the Repairs service on the telephone than before, with the Council providing limited telephone opening hours (except for Emergencies).</p> <ul style="list-style-type: none"> - Tenant raised concern that basing the Tenant Engagement work within Seaside Homes, when the services are delivered by our Managing Agent (BHCC), will be ineffective. Niamh fed back that this is managed via regular meetings with TACC and that there has been a positive response (and actions) from TACC to the feedback from the Panel so far. - Tenant enquired about how frequently the Council will complete cyclical redecoration works of communal areas. Action: Niamh to find out and report back at next Panel meeting.
TPAS Connect	<p>Niamh explained the TPAS Connect offer – an online social media style site where you can connect with other involved tenants across the country and access resources, advice and training. Niamh offered to sign people up at the meeting. Nobody wanted to sign up on this occasion.</p>
Topic for next meeting	<p>No one had a suggestion for the topic for the next Panel meeting, so this remains TBC.</p>

I have been writing up the minutes of the Panel meeting in an “anonymous” format so that individual tenants are not identified, and I have not been publicising the tenant attendees’ names. If you would prefer that I list the names of tenant attendees and note which tenant raised which point, please let me know. I’ll add this to the agenda for the next Panel meeting as well so we can discuss.

Thanks to all of you lovely and brilliant Panel members! Looking forward to seeing you again in October, if not before at the Scrutiny Group!

Best wishes,

Niamh

Tenant Engagement Co-ordinator (tenants@seaside-homes.org.uk)