

Tenant Panel Meeting – Tuesday 17th October 2023 – Friends Meeting House

Thank you for attending the Tenant Panel Meeting and for getting involved with some really insightful conversations, I feel like I learned a lot and we really homed in on a key issue in the discussions about first moving in to a Seaside Home. 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 January 23rd 2024 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
Cyclical Decoration	<ul style="list-style-type: none"> - At the April 23 Tenant Panel meeting, tenants requested information on the schedule for cyclical redecoration works to communal areas. Seaside staff have requested this information from our managing agents but we have not yet received the schedule. We will continue to request this information and share this with tenants when we receive it.
New Possibilities Programme	<ul style="list-style-type: none"> - At the July 23 Tenant Panel, tenants explored the New Possibilities Programme which Seaside offers to tenants and made lots of great recommendations. - Niamh presented a draft of the new webpage she has designed using the recommendations from tenants. - Tenants fed back that it is an improvement and looks much clearer. - Recommendation made to include the information that the fund can be used to partially fund an activity that costs more than the maximum, Niamh agreed to update to include this. - Question about whether a tenant can apply on two separate occasions in one year if the total is still under the £250 maximum; Niamh said this would still count as two separate applications so would be subject to the one application per household per 24 months rule. This is to ensure as many tenants as possible are able to access the scheme each year. - Recommendation that information on the £5000 budget per year for the scheme is included on the webpage;

	Niamh agreed to add this and publish the new webpage with these additions.
Annual Report	<ul style="list-style-type: none"> - Following on from the previous Tenant Panel meeting (July) where we discussed the planned Annual Report, Niamh confirmed that Seaside have now published the Annual Report for April 2022- March 2023. - This has been sent out by post to tenants who request the newsletter by post, and published on the Seaside Homes website, with tenants sent a link to the online version by SMS. - Niamh confirmed that Seaside incorporated the recommendations made at the last tenant panel meeting regarding including narrative, examples and descriptions alongside the statistics to ensure they are clear and engaging, and we included quotes from tenants to illustrate. - Niamh confirmed that a draft of the report was provided to the tenants who attended the July Tenant Panel for their input and feedback, and 3 tenants engaged with this and provided helpful recommendations and feedback. - As the report only went live yesterday we will discuss this again at the next tenant panel to get tenant feedback on the published report. - Action: Add Annual Report feedback to January Tenant Panel agenda.
Tenant Report: Communications	<ul style="list-style-type: none"> - Update on the Tenant Report on Communications from the "Scrutiny" day on August 29th. Niamh has sent a draft report to all the tenants who attended and is waiting for everyone's confirmed approval of the report. - Once approved, the Tenant Report will be presented to the Board at the next Board Meeting on 22nd November. - Seaside Homes will present a proposed action plan in response to the Tenant Report, outlining which recommendations Seaside are able to implement and providing timeframes. The Board will review and make a decision on whether to approve the Action Plan. - We will publish the Tenant Report and approved Action Plan after the Board Meeting (on our website), and report back about this at the next (January) Tenant Panel. We will also write about this in the next Newsletter (Winter edition).

<p>Move-in process</p>	<p>Niamh opened up the meeting to any other business, and tenants raised issues with the initial move in process with Seaside Homes. Issues included:</p> <ul style="list-style-type: none"> - Getting very short notice to move into the Seaside property (often from Emergency Accommodation), often only have between 1 and 3 days after first viewing the property to the tenancy start date. This means people need to arrange packing and moving etc in a very short period of time. Can be impossible to arrange professional movers or van hire in this timeframe. Tenants report that the Council refuse to pay for / reimburse these moving costs or taxi costs, they only offer bus passes which is impractical when moving furniture. - This lack of time to prepare can also cause issues with sorting out utilities on the move-on day. - Tenants are not told who is currently providing the utilities and it can be difficult to set up new utilities' contracts or top up utilities key card on the move in day, especially with so much else to arrange and manage. - Tenants often encounter issues with debt on the meter from the previous tenant / void period when they move in. One tenant explained that when she moved in there was no gas (no heating and no hot water) and there was debt on the meter which she had to pay to clear herself to get the gas working, after which the gas still would not work and she had to keep putting more money on to the meter and she never received a refund for this. - Tenants emphasised that the very short timeframe between viewing and move in and the difficulty setting up utilities is incredibly stressful and impacting very negatively on people who are already in very stressful situations due to homelessness. - A tenant suggested that Seaside Homes gift incoming tenants with £15 of gas/electric credit on move-in as this would alleviate so much stress. - Tenants emphasised that debt must be cleared and gas working on move-in day. - Tenants reported not being shown where their meters are in the block/home by the Managing Agent. <p>Action: Seaside to feedback these concerns to the Temporary Accommodation team.</p> <p>Action: Seaside to run a Tenant Report / Scrutiny Day in March on this issue.</p>
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AOB	<ul style="list-style-type: none"> - Tenants reported that it is very difficult to get through the our Managing Agents on the phone; often left on hold for 40-50 minutes. - Tenants reported that they often do not receive a response from their Housing Officers when they make enquiries. Also concerns raised that when their Housing Officer leaves the role they are not informed who their new Housing Officer is. Concerns that many tenants do not know who their Housing Officer is. - Tenant reported that repairs operative did not call or text when attending despite tenant explaining that the intercom system was broken. Tenant reports that repair operative took photo of front door to block, and closed repair as no entry with no further contact. <p>Actions: Seaside to raise the above with TACC at next meeting.</p> <ul style="list-style-type: none"> - Tenant expressed that there is not enough guidance and explanation about the Homemove bidding process to support Seaside tenants to move on to permanent accommodation. <p>Action: Niamh to see enquire if Homemove run any workshops or if we can set up a workshop with the Council about Homemove for tenants.</p>
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Thank you so much to everyone who came to this meeting, it was really lovely getting to know you all better and meeting a few of you for the first time! Looking forward to seeing you again in January for the next Tenant Panel.

Best wishes,

Niamh

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