

**Tenant Panel Meeting – Tuesday 23<sup>rd</sup> January 2024 – Friends Meeting House**

Thank you for attending the Tenant Panel Meeting. 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 **9<sup>th</sup> April 2024** at Friends Meeting House, we hope to see you there!

Staff present: Jo Shaw (Interim Tenant Engagement Co-ordinator), Karen Griffin (Office Manager)

<b>Agenda Item</b>	<b>Minutes</b>
<b>Introductions</b>	Jo and Karen introduced themselves and confirmed that Niamh will be returning on 19 <sup>th</sup> February.
<b>Actions arising from previous meetings</b>	<p><b>Redecoration of communal areas</b></p> <ul style="list-style-type: none"> <li>• A discussion followed about tenants' experience of disrepair in properties.</li> </ul> <p><b>Action:</b> Karen to follow up on outstanding repairs at Clarendon Villas (damp and mould issues) and at Preston Road (hole in the ceiling)</p>
<b>Actions arising from previous meetings</b>	<p><b>Homemove:</b></p> <ul style="list-style-type: none"> <li>• A tenant raised that the Council can now discharge their housing duty by offering a Private Sector Tenancy. A number of tenants were concerned that if the landlord decides to serve notice they would be homeless again. They commented that going through the emergency accommodation route again would create significant mental strain.</li> <li>• Karen gave an update that the Homemove Team are happy to run a workshop for Seaside tenants. Those present felt that it would be useful to offer the workshop to all tenants, not just the tenant panel. It was commented that some people may be reluctant to attend because they wish to remain in their Seaside property. Jo commented that it's in tenants' best interest to engage with the Hovemove process, particularly now the Council is able to offer a tenancy in the Private Rented Sector.</li> <li>• Karen also outlined how the Welfare Team at the Council are writing to all tenants in Temporary Accommodation who are over 55 to invite them to a workshop to discuss their housing options, including sheltered accommodation. A tenant asked how this impacts tenants in younger age groups. Karen commented that the Council will be approaching Temporary</li> </ul>

	<p>Accommodation tenants under 55 in their next wave of workshops.</p> <p><b>Action:</b> Seaside to arrange a Homemove workshop and publicise to all Seaside tenants.</p>
<p><b>Actions arising from previous meetings</b></p>	<p><b>Annual Report feedback</b></p> <ul style="list-style-type: none"> <li>• Tenants felt that they had reviewed the Annual Report thoroughly in the previous meeting and didn't have any additional comments. Some tenants commented that their post is often delayed and they had not received a hard copy yet.</li> </ul> <p><b>Tenant Report: Communications</b></p> <p>Tenants were given a paper copy of the board report (which had previously been shared with involved tenants and via the website). 42 recommendations were made to the Board. 36 were agreed, 3 were not agreed and 3 were partially agreed. There was a brief discussion and no action points were raised.</p> <p><b>Moving in process:</b></p> <ul style="list-style-type: none"> <li>• Karen gave an update following a meeting with the Council about the moving in process. All issues raised by the panel at the last meeting have been raised with the Council. Actions arising from the meeting are: <ul style="list-style-type: none"> <li>○ Seaside staff are going to shadow a housing officer on a few property viewings to observe the process.</li> <li>○ The TA Team and Seaside staff will be working together to draft a visit checklist for the initial viewing and the 15-day review visit that is carried out by the TA Visiting Officer.</li> <li>○ Tenants suggested that Karen follow up with the new tenant a couple of weeks after moving in to get their thoughts on the process and how they felt the moving in process went. Karen agreed to do this.</li> <li>○ Seaside staff will be meeting again with the Council to review progress in 6 weeks' time.</li> </ul> </li> </ul> <p><b>Action:</b> KG to follow up with the new tenants where she observed the viewing and get independent feedback.</p>
<p><b>Tenant Reporters Workplan for 2024</b></p>	<p>Jo ran through a presentation on the Scrutiny process (which is now called Tenant Reporters). A few tenants confirmed that they had attended the TPAS Scrutiny training (TPAS are tenant</p>

engagement specialists). One tenant confirmed that he has taken part in TPAS Connect webinars.

Other comments from tenants included:

- The Tenant Reporter process is not about bashing the Council – it's about getting to the bottom of a particular issue.
- The Panel will be looking at how the system works rather than dealing with personal issues.
- Tenants liked the fact that there are lots of different ways to be a tenant reporter – e.g. attending a meeting, doing a desktop review at home, completing a survey.
- With regards to the bigger picture, it was acknowledged that life is challenging at the moment so people will tend to be negative.
- The repairs backlog was discussed. It was commented that organisations can massage the figures by getting easy jobs done and leaving the more difficult ones.

Potential guest speakers were discussed. Jo commented that when the Panel is exploring a particular topic, speakers should be invited so the Panel can meet a particular objective, rather than for a general conversation.

The topic of ASB was discussed. It was commented that there are a number of reasons why someone behaves anti-socially and there are different ways to address different issues. A speaker from the ASB team would be able to explain their approach and tenants would be able to feedback on how approaches are working (or not) from their perspective.

Jo updated everyone that Seaside staff are currently talking to the Council's Community Engagement Team to work out how Seaside Tenants can have a voice in the Council's tenant engagement programme. The Council are currently re-modelling how they work to meet the Regulator of Social Housing's Tenant Satisfaction Measures and Seaside will let the Panel know what comes out of this. (These are the same Measures that Seaside's annual satisfaction survey questions are based upon).

The Annual Satisfaction Survey is going out this week and we will have results back by the next meeting. The Panel will be able to look at lots of different information – the Benchmarking report covered in Jo's presentation, comparisons of the survey feedback

	from the last few years and the log of calls that come into the office. This process will enable the panel to prioritise tenant reporter topics for the coming year.
Any Other Business	No other business was raised.

Thank you very much to everyone who came to this meeting. We look forward to seeing you at the next Panel meeting on 9<sup>th</sup> April.

Best wishes,

The Seaside Team ([tenants@seaside-homes.org.uk](mailto:tenants@seaside-homes.org.uk))

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