

Tenant Panel Meeting – Tuesday 16th July 2024 – Friends Meeting House

Thank you for attending the Tenant Panel Meeting and for getting involved with some really insightful conversations. 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.

Staff present: Jo Shaw & Niamh Mannion (Tenant Engagement Team), Michelle Ormiston (Housing Support Worker)

Agenda Item	Minutes
TPAS	<p>Jo welcomed Gillian from TPAS who joined us online as part of our TPAS assessment and Michelle (in person) who is the new Seaside Homes Housing Support Worker.</p> <p>Jo briefly explained what the TPAS assessment is about.</p> <p>A tenant who is new to Seaside asked for clarification on who Seaside Homes is (in relation to the Council) and what the purpose of the tenant panel is. We discussed how far in advance of a meeting tenants would want to receive any documents that will be looked at in the meeting.</p> <p>Action: Jo to include an article on who Seaside Homes is in a future edition of the newsletter.</p> <p>Action: Jo to add to the Panel Terms of Reference that we will provide documents a week in advance of a meeting, an overview of what the next panel meeting will cover two weeks in advance, and details of the agenda a week in advance of the meeting.</p> <p>Action: Jo to check whether we can be clearer on the website on what the tenant panel is about.</p>
Actions Arising from previous meetings	<p>Jo outlined where we are on the Moving In Tenant Overview project. The Report that was drawn up after the Moving-in project summarising the day and listing the tenant recommendations was shared with the Panel. Jo explained that this has been sent to the Temporary Accommodation team at the Council as the recommendations are about Council processes. The Council have confirmed receipt but said that they cannot provide an Action Plan in response until the new manager of the service is in post.</p>

	<p>Tenants fed back that one of the most difficult aspects of moving in is that tenants are not given a simple summary of the rent and any service charges they are required to pay. Some tenants have got into debt because they were not aware of what they needed to pay and were not sent a bill.</p> <p>Action: Jo to see if rent and service charges are included in the Moving In checklist (that the tenant and Council Housing Officer complete together). This checklist is a recommendation that come out of the last meeting.</p>
Other developments	<p>We discussed the increase in Local Housing Allowance and how this has affected Seaside rents. We talked about Michelle’s role and how the focus of her work will be to assist tenants who are benefits capped and need support either to return to work, access benefits if they are unable to work or reduce their rent by bidding for a Homemove property.</p> <p>We discussed the changes in the Seaside team and thanked Niamh for all her hard work setting up and running the tenant engagement programme at Seaside Homes.</p> <p>We talked about proposed changes to some of the elements of the tenant engagement programme that are time consuming to run and not delivering the benefits we had hoped.</p> <p>New Possibilities Scheme</p> <p>Tenants agreed for this programme to be simplified to a list of options that cover the different areas of wellbeing and wellness. It will take time to set this up as the Seaside Team need to set up service level agreements with organisations (such as Freedom Leisure, Merlin Entertainments).</p> <p>It was suggested that a discount card for a local coffee shop would be great and this would benefit the whole household.</p> <p>Action: Jo to send out a tenant survey asking for ideas of the areas of wellbeing and the organisations that tenants would like to access. A tenant offered to help with this process.</p> <p>Action: Jo to include an update in the newsletter and send out an SMS explaining the changes.</p>

Action: Jo to set up service level agreements and gradually add to the list of options. Jo will keep the tenant panel updated on progress on this.

It was felt by tenants that awareness of the schemes is fairly low. It was highlighted that a flyer promoting the schemes was included when the newsletter was posted out to all tenants. Tenants feedback that they don't find QR codes very useful.

Action: Jo to consult with tenants on the design of any future flyers.

We discussed communications and the fact that tenants like things to be as simple as possible. Information received in print or via SMS are popular. A tenant asked about whether Seaside has permission to send tenants texts and it was explained that Seaside is able to text tenants about things that are relevant to the services Seaside provides to tenants (legitimate interests). For any other topics tenants need to opt in. It was clarified that tenants can opt out of all communications from Seaside at any time by contacting Seaside with this request. One tenant raised that they do not like to access webpages on their phone (from a link in an SMS) and asked if Seaside could use email. It was noted that this has been explored in the past and proved unfeasible due to staff time constraints and the limitations of our IT services.

Action: Jo to revisit whether email is a potential option of communication.

Monthly Prize Draw

Action: it was agreed that the monthly prize draw will be discontinued and the budget used for other tenant engagement activities.

SMS alerts

It was agreed that SMS alerts for people who sign up for particular interest areas will be discontinued. It was discussed that this service is now delivered by our Facebook page, which tenants can follow to receive updates about local low-cost events, opportunities and support.

	<p>Action: Jo to remove sign up for SMS alerts, update the website and update all tenants on the changes.</p>
Workplan	<p>We discussed that the term ‘Scrutiny’ is not very user-friendly. Tenants suggested an alternative name for this process and we voted on the most popular name. Ideas included tenant reporting, tenant problem solving (1 vote), deep dive, transparency, tenant overview (3 votes) and solution finding (1 vote).</p> <p>Action: Scrutiny will now be named ‘Tenant Overview’</p> <p>We will revisit progress on the Moving In Tenant Overview in October.</p>
Conversation with TPAS	<p>Seaside staff left the room while Gillian asked tenants for their feedback on tenant engagement at Seaside Homes.</p> <p>Tenants who were interested in having a one-to-one conversation with Gillian wrote down their phone numbers.</p> <p>Action: Jo to pass on tenant contact numbers to Gillian.</p>