

TIG Annual Review Meeting Minutes 05.12.24

Attendees:

Tenant Representatives: Ann Cox, Alaine Willis, Brenda Freeborn, Melvin Utley, Paul Woodroof, Sally Titley

Tenant Engagement Team

Apologies from: Alex Elliott, Brian Isaacson, Chris Reynolds, and Jane Cantillon

Symbol	Description
?	Tenant question (for RI team to obtain answer to)
R	Tenant Recommendation
D	Tenant Decision
A	Action (for RI team / Tenant Representatives / NFDC Officers)

As part of the Tenant Engagement away day and annual review, these minutes have recorded thoughts, comments and actions both in terms of reflection of the year gone, and then priorities for the new year (to be used to build a tenant led plan on service reviews, scrutiny & tenant influence).

Tell us one thing that you feel Tenants have influenced the most in the last 12 months:

- Scooter/buggy policy
- Complaints – through scrutiny
- Portfolio holder attending & ensuring tenant voice is heard through governance

Tell us one thing that you feel is a top priority for tenants currently:

- Services – Making sure that tenants are aware of what support there is available to them.
- Communication – Making sure that NFDC respond to their Tenants in a timely manner, communicating an action plan, and updating tenants.
- Maintenance – Keeping tenants update with decisions, keeping tenants informed with changes, realising the impact of a fault/repair.
- ASB - Making sure that tenants feel like they are being listened to and heard and feeling safe in your home.

R The group requested that the ASB manager attend and present to the group the Council's current and future approach to ASB.

Tell us three things that you would like to scrutinise, know more about, or see improvements in over the next 12 months:

- ASB
- Complaints
- Service standards
- Staff training

- Service levels
- Communication
- Finance – cost of living crisis
- Maintenance
- Temporary accommodation - options and cost
- Void properties – turnaround time and support to move in
- Communal areas – bins, gardens

Forward planning for 2025

The Tenant Involvement Group led a discussion on how the Council can be held accountable to tenants and influence services, decision and improvements in their capacity as Tenant volunteers for 2024/25.

- The group would like to be involved at the early stages of the rewriting a policy not once the final policy has been completed.
- They would like to get more tenants involved.
- They would like to have the opportunity to show how their recommendations have made a difference to improving housing services.
- The group would like to see the portfolio holder for housing on a quarterly basis as a question-and-answer sessions.
- The group would like to receive regular and relevant information at the time it is being discussed within the housing services.
- Training days – How to overcome apathy. Approaching those in poverty.
- Review service manager updates and consider which ones are a priority to be presented to the group.

R The group has requested TIG presentations and information to be given in advance – as early as possible.

Following a previous discussion with the TIG – Dave Brown raised again how the TIG see their voice being heard through the Council's governance structures. It was noted from the meeting in October that the TIG had suggested that a 'more formal' approach to Tenant Engagement was not needed (such as TIG members attending the Housing and Communities Overview and Scrutiny Panel), as the Group felt heard by the Council's Portfolio Holder for Housing, Cllr Steve Davies & Service Managers through regular TIG attendance and updates. However, Dave asked if this needed to be revisited given the both the views highlighted by the TIG today, and the information given by the Regulator. Dave mentioned an ideal opportunity to compliment this may be Tenant representation on our newly founded Consumer Standard Board.

D In respect to the consumer standards board, TIG members have initially given a mandate to Dave Brown to attend to present their views. This will be kept under review to ensure it is achieving the purpose of ensuring tenant voice is present and being heard.

- A A commitment was given by Dave Brown that these thoughts will now be built into a proposed action plan and calendar, to then be reviewed, approved and implemented by the Tenant Involvement Group, with the support of the Tenant Engagement Team and the Council's Housing Services.**

Any other business

Following on from a discussion at the previous TIG meeting regarding scammers, it was brought to the group to have the opportunity to review the NFDC Text messages to tenants regarding maintenance – it has been noticed the grammar mistakes in the texts as well as the similar characteristics of scamming texts. The tenant engagement team will review this and consider a time for the group to review this further.

Meeting ended