

Tenant Involvement Group (TIG) Meeting Minutes 06.02.25

Attendees:

Kate Ryan, Chief Executive

Tenant Representatives: Ann Cox, Alaine Willis, Brenda Freeborn, Melvin Utley, Brian Isaacson

Tenant Engagement Team: Dave Brown, Joy Stainer, Sarah Osman

Apologies from: Kirsty Farmer, Chris Reynolds, Jane Cantillon, Paul Woodroof and Sally Titley

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)

Welcome and introductions.

Presentation from Kate Ryan, followed by discussion

Kate began the meeting with giving the TIG a summary of her career background working in housing, local authorities and charities. Kate explained that she was working with Poole Borough Council when they amalgamated with Bournemouth and Christchurch councils to form BCP Council.

Corporate Plan

The new corporate plan is setting out the direction of the council for the next four years. It describes how our services will work together as one team with one purpose, serving our residents in the best way that we can. To ensure that the council get this plan right we engaged with our partners, stakeholders, town and parish councils, staff and residents for their insight into the plan. The corporate plan focuses on priorities for our people, for our places and around creating prosperity for a thriving economy for the district. More details about the corporate plan can be found on the website:

[Corporate plan 2024 to 2028 - New Forest District Council](#)

Waste and Recycling

The new waste collection service will be introduced in 3 phases across the district from June 2025. Transferring all households to wheelie bins is one of the biggest changes that the council has ever had to face. The website has been updated with all the information on there with regards to which phase each area of the district can

Working together with tenants

expect new waste collections to start, and which type of waste containers will be available:

[Changes to recycling and rubbish collections from 2025 to 2026 - New Forest District Council](#)

Hardley Depot

The construction of the new Hardley Depot is now complete it is the first new depot in over 40 years. Staff will start operating from there from the 10 February 2025, hopefully with as little disruptions to services as possible. The larger, more modern facilities at the new Hardley depot will allow for the improvement in services as it will support the growing fleet and its operational needs.

Devolution

Kate gave an overview of the current devolution proposal further information can be found about this on the New Forest District Council's website:

[Leader of New Forest District Council's statement in response to Hampshire Devolution announcement. - New Forest District Council](#)

A discussion was had around the concerns from the TIG about losing their identity as a valued tenant and group when merging with other councils.

? Will devolution effect this arrangement as a group and the involved tenants?

- Devolution may change the arrangement slightly in terms of who, where and when but there will always be the need to have the tenant's voice influencing our services. The current legislation and regulation aren't changing, and they are the acts that state we need to put our tenants at the heart of what we do.

Kate gave the group an opportunity to give her feedback about their experience of housing services, especially around what do the council do well and what needs to be improved.

The group gave an overview on their lived in experiences as a group and as individual tenants:

- Being part of the TIG, we are always treated with respect by NFDC staff and appreciate them taking the time to present service updates, policies and strategies to us allowing us to influence the service.
- ASB and vandalism, the group gave examples of personal experiences and explained how NFDC supported them. The TIG noted further opportunity for scrutiny of this service at a future meeting.
- The stigma around being a 'Council tenant' from other residents.
- The group would like to be involved in design of housing policies and strategies an early stage so they can assist with co-production.

- The role of the Building Safety Officers what they are doing well, how the group would like to see clarity on their job role, how their job role is different to the tenancy sustainment team.

The group thanked Kate for attending the meeting today.

Domestic Abuse Strategy and Policy

Dave presented to the group on behalf of Kirsty Farmer the domestic abuse strategy and policy.

- R Change the wording from domestic abuse being described as a ‘criminal offence’ to we treat it as a ‘serious crime’.**

The group agreed that the strategy and policy is on the right track in terms of protecting tenants and support having the domestic abuse policy in place.

Afternoon session

Confidentiality Agreement & Code of conduct

Joy presented the following to the TIG:

- Code of Conduct for Tenant Involvement Group meetings
- Confidentiality Agreement for Tenant Representatives
- Code of Conduct for Tenant Representatives

It was explained that these documents will be in place to support all Tenant Representatives and the meeting code of conduct will apply to all attendees, including members of staff.

Code of Conduct TIG meeting

- R No. 9 ‘Purpose of TIG meetings: To improve housing services for all tenants’ this should be a statement at the beginning of the code of conduct rather than listed.**

Code of Conduct for Tenant Representatives/Volunteers

- R The section ‘Be Professional’ should be changed to ‘Be an Ambassador for NFDC tenants’**
- R Change ‘smartly dressed’ to ‘dressed appropriately’.**
- R Change ‘then their services may no longer be used’ to ‘then their services may no longer be required’.**

Draft copies of the documents will be sent to all members of the TIG, so they have an opportunity to review and give feedback / suggestions before the final versions are agreed on.

Meeting ended