

## Tenant Involvement Group (TIG) Meeting Minutes 03.04.25

### Attendees:

Chris Pike, Housing Anti-Social Behaviour and Neighbourhood Manager

Lucy Spence, Housing Policy and Projects Officer Housing Performance

**Tenant Representatives:** Brenda Freeborn, Brian Isaacson, Jane Cantillon, Melvin Utley, Paul Woodroof, Sally Titley

**Tenant Engagement Team:** Dave Brown, Joy Stainer, Jon Thurlow, Sarah Osman

**Apologies from:** Ann Cox, Alaine Willis

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.

The group were shown a draft copy of the Tenant Engagement Leaflet, followed by discussion.

#### ? Are there any plans for digital meetings?

- Yes, as this is a tenant-led service, if there is a need for meetings to take place online or out of office hours this will be a possibility and the new Tenant Complaint Forum will be hosted online and after working hours.

#### ? The photos in the leaflet do not reflect the demographic of the tenants or the community. Can these be changed?

- Yes, as a service we would like to move away from stock photos and produce and use our own photos. This will be a priority for our team when we are out and about in the communities to take more photos to build up our own library of photos so we can move away from stock photos.

#### ? Could the leaflet be written from an involved tenants' perspective and not from NFDC, use 'we' less and 'you' more?

- The leaflet has been written from a landlord perspective rather than a tenant's perspective. Changes can be made to the leaflet with less 'we' and more 'you', and it can be re-written as an invite from other tenants such as the involved tenants.

#### A THE PHOTOS NEED TO BE REAL LIFE AND REPRESENTATIVE, INCLUDE TIMES THAT TENANTS CAN GET INVOLVED, AND RE-WRITE THE LEAFLET AS AN INVITATION FROM INVOLVED TENANTS – LESS 'WE' MORE 'YOU'.

**Presentation from Chris Pike, Anti-social behaviour manager – NFDC approach and learning, followed by discussion.**

**? Does the ASB team no longer send out diary sheets?**

- Diary sheets are no longer used as a default position. The team now have a 5-stage procedure to action all ASB reports and this ensures that, as a team, we are being clear to tenants and residents about how their reports will be managed.

**? Can the team help with ASB when it involves a private resident?**

- The team won't be able to get involved in two private resident issues, but as long as one of the persons involved in the report is a council tenant they can assist with the issues. The council tenant can either be the person who reported the issue or the person who the report is about.

**? How big is the issue of ASB in the New Forest compared to the rest of the country?**

- Compared to the rest of the country New Forest district is on the low side. We have a live database that collates the types of ASB reports and the location, so we can compare peaks and troughs for areas across the district.

**? What ASB cases are reported the most?**

- During 2023/2024 there were 160 cases of ASB reported to NFDC. The most reported cases were behaviour and noise complaints, with youth related ASB and hate crime being the lowest. Other categories that were reported were: animal nuisance, harassment or threats, criminal activity, environmental, car or vehicles and surveillance.

**? Are you seeing an increase in ASB cases?**

- I would say that our reports are not increasing but the type of cases that we are receiving are a lot more complex. What we are noticing lately is case around deprivation, how people are living and mental health. Unfortunately, there is a massive crisis in terms of how people are supported and accessing services.

Chris shared with the group information about the Police and Communities Together (PACT) meetings that take place in the district. The meetings are a great opportunity to engage directly with the police and representatives from the area about the safety and welfare of the community. Upcoming events can be found online or on social media platforms.

The group thanked Chris for his presentation and for attending the meeting.

**Afternoon session**

**Presentation from Lucy Spence - Landlord Strategy, followed by discussion.**

**? When the regulator inspects, is it unannounced?**

- It is completely unannounced. They will contact us, they will give us a two week deadline to submit all our evidence and a context statement, then an in-person visit will take place within six weeks. They are likely to request to meet

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the portfolio holder for housing, some tenants and then conduct a physical inspection.

**? Why do we compare ourselves to other landlords rather than setting our own standards?**

- NFDC do set our own standards but to compare ourselves against other landlords is a way of knowing how we are doing nationally. It is a way of knowing if we're performing well compared to other landlords and setting our benchmark even higher.

**TIG comments for inclusion in the foreword of the Landlord strategy:**

*Tenant voice, rightly so, underpins this strategy, alongside a needed reflection of the regulatory landscape.*

*Housing landlord priorities should be tenant led\* (\*or should be created in partnership with tenants) and shaped by the tenant voice and our aspirations.*

*We, as a landlord housing service and tenants in partnership, should be setting our own standards, and set the highest standards to achieve. We should be setting the bar, aiming high, with a continued focus on tenant satisfaction.*

*To increase representation and engagement, communication is key. Our strategy needs to be articulated to tenants at a level that we can all buy into, taking into account our diverse communities and tenant population.*

*This must be more than a document that satisfies the regulator and our corporate priorities – it must evolve into a plan that means something to tenants and our communities.*

*The Tenant Involvement Group (TIG) support the intention of the Landlord Strategy and look forward to supporting all tenants to help deliver on the priorities and enable action on improving our Housing Services \* (\*or and hold our Housing Services to account).*

## **AOB**

### **South Coast Training**

The next South Coast training event is being held on Saturday 26 April, there is 3 delegates spaces available if anyone is interested in the training event.

TPAS trainers will be facilitating the 2 workshop sessions details as follows:

- Workshop 1: Performance information and Behavioural Insights
- Workshop 2: Resident Involvement and Engagement Standards

If anyone is interested in the training event, please let Joy or Sarah know.

### **TIG meetings and minutes**

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A discussion was had about increasing the TIG meetings from 2pm finishes to 2:30pm and publishing the TIG minutes online on our Tenant Engagement and Participation webpage, the group had no objections to either the increase to the length of the meeting and the minutes being published.

### **Estate walkabouts**

Members of the TIG are invited to join the Tenant Engagement Team and others on the next estate walkabouts – details as follows:

Wednesday 7 May 2025 at Dinham Court, Ashley, New Milton – Time TBC

Wednesday 4 June 2025 at Rushpole Court, Dibden – Time TBC

Please let Sarah or Jon know if you are planning on attending either of these dates. Future Estate Walkabouts will also be advertised in the local community (with local tenants) and on GoVocal.

**Meeting ended.**