

Borough Wide Tenants Forum

Minutes of the Meeting held on 12th March 2025 at 11am

Present: Roger Price, Sue Healy, Percy Rooke, Jenny Harvey, Kath Wilkins, John Holt, Sandra Holt, Denise Baum-Pick, David Baldwin, John Hinds, Ellen Jane Brooks, Angela Coates Director of Housing, Julie Richardson Neighbourhoods & Tenant Involvement Officer

Apologies:

	The meeting commenced at 11.00 am with Roger in the chair.	
	Welcome & introductions.	
	Apologies None	
9.25	Minutes from the last meeting and matters arising not on the agenda. Minutes of the last meeting were agreed by Percy and Ellen 5.25 Capitol Works Programme. Roger requested further updates on garages identified for demolition. 8.25.1 Ian Palmer will be consulting with Triton regarding the installation of care showers. Tenants should be given a choice on temperature settings.	
10.25	Feedback from Community Panels Mancetter Community Panel held a meeting on 27 th January. It was agreed, the next meeting will be a tenants meeting with invitations going to all tenants living in Mancetter.	
11.25	Update from Tenant Led Scrutiny Panel Reporting a Repair - To test the recent review of the maintenance service, scrutiny panel have agreed to undertake a follow-up survey of how easy it is to report a repair. A contact list has been made available consisting of tenants who reported a repair in February and have agreed to be contacted to obtain their feedback. Percy, Roger, Ellen, Denise, John, Sandra and David all agreed to take part in the telephone survey. Sue asked for question sheets	

	<p>to be used to record feedback, additional copies were made available during the meeting.</p> <p>ASB - Sue has been looking on other housing providers websites. Torus Housing has produced a very good ASB leaflet which includes concise information and helpful hints and tips.</p> <p>Angela is expecting to receive an ASB report from Diane at Housemark by the end of March, this will be brought to the next Scrutiny meeting.</p>	Angela
12.25	<p>Review of Tenant Led Community Panels</p> <p>A briefing note from 2013 was provided for reference.</p> <p>Funds to provide small scale environmental improvements are available from tenants' rents, money is divided between the panels.</p> <p>The general view over recent years is that tenants will attend meetings but no longer want a formal group. The constitution which sets out terms of reference, may no longer be relevant for this purpose. Further research with other housing providers and by consulting with Tpas will provide information to consider and determine future change.</p> <p>Sue is attending a National Tenants Scrutiny meeting with Tpas on 30th April and will raise Community Panels/groups/funding, with other groups to compare criteria they are using.</p> <p>Review of Community Panel Constitution - agenda item for next meeting</p>	
13.25	<p>Vacant Property Standard</p> <p>When properties become vacant the Council follows certain procedures to ensure that before they are let, they are brought up to a good standard. Standards are critical to tenants moving in. Angela asked whether this topic should be included at forum meetings or scrutiny, it was agreed as an agenda item for the next forum meeting.</p> <p>John and Ellen raised issues with the condition of gardens at void stage. This is included in the standards and is met when delivering the service.</p> <p>It was agreed that a 30-minute slot will be allocated at forum meetings to produce performance and satisfaction information which represents one</p>	

	service area each time, the head of service will be invited to attend.	
14.25	Tenant Outcomes Report 2024 2025 The Tenant Outcomes Report includes all involvement activities that have been achieved throughout the year and the impact this has made to housing services provided by the Council. It is a working document until the end of March and will then be available on the Councils website. Sue asked whether QR codes could be included as a direct link to the website.	
15.25	AGM speaker and arrangements The Borough Wide Tenants Forum will hold their AGM on 7 th May. Arrangements are being made, the proposed speaker for the event is Steve Maxey Chief Executive, North Warwickshire Borough Council.	
16.25	Agenda items for next meeting Review of Community Panels Constitution Vacant Property Performance and Satisfaction	
17.25	Any other business Devolution update – During a meeting with the BWTF and Housing Task & Finish Group, Angela gave an overview of the Devolution proposals and what this would mean for local authority. Warwickshire is not in the first phase, an Interim Plan in respect of Local Government Reorganisation will be submitted to Government by the end of the month. Once settled there will be a combined authority driven by a mayor. Awaabs Law – Following the death of a small boy, and the coroner recording the cause of death from mould growth, there is new legislation for housing providers regarding how they handle damp and mould in their properties. A new software will be introduced in April to assist with case management, how cases are monitored and managed. Renter Reform Bill -	

	<p>Private sector renters will see section 21 notices – (no fault evictions) abolished and control over how private landlords operate.</p> <p>Chancery Court Matting recently replaced by front and rear doors to the block do not fill the depth of the recess resulting in a possible trip hazard. HDW are returning to rectify.</p> <p>Drayton Court 2 water butts are no longer in use and require removal.</p> <p>A tenant's store cupboard has been taken back following disconnection of an electrical socket fitted without permission. This involves a long-standing tenant who is entitled to a store cupboard. Matter resolved.</p> <p>A blockage was removed from the sink pipe and stack in one of the flats. While using the shower, water is still bubbling up into the hand basin.</p> <p>Clarification was requested on what is acceptable when a tenant isn't living at a property full time. The Council ask to be kept informed when a tenant is away from home for longer periods of time. The tenant must have a reason to be away from home, continue to pay their rent, and have intention to return.</p> <p>Query into whether temperature valves are still being fitted on radiators to control heating temperature.</p>	
	<p>Roger thanked everyone for attending. The meeting closed at 12.30.</p> <p>Signed, to confirm that these minutes are a true and accurate record of the Forum Meeting held on 12th March 2025</p> <p>.....</p>	