

Borough Wide Tenants Forum

Minutes of the Meeting held on 11th June 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, Bobby Campbell, Angela Coates Director of Housing, Julie Richardson Neighbourhoods & Tenant Involvement Officer, Paul Docherty Performance & Quality Officer, Steve Maxey Chief Executive

Apologies:

	The meeting commenced at 11.00 am with Roger in the chair.	
	Welcome & introductions.	
	Apologies None	
18.25	Discussion about Local Government Re-Organisation Steve Maxey, Chief Executive North Warwickshire Borough Council, joined the meeting to discuss Local Government Reorganisation and to answer any questions forum members would like to raise. Government has announced that remaining 'two-tier' local government areas, such as Warwickshire which has a County Council, District and Borough Councils, will have those Councils abolished and replaced by a single tier. An Interim Plan in respect of Local Government Reorganisation was submitted to Government in March for feedback. The Interim Plan sets out that there are two main options within Warwickshire. A single unitary council covering the whole of Warwickshire or two unitary councils; one covering North Warwickshire, Nuneaton and Bedworth and Rugby Boroughs, and one covering Warwick and Stratford Districts. The final proposal will be submitted to Government on the 28 th November for a decision, however only the single unitary option meets the Government's criteria for Local Government Reorganisation. When asked why Tamworth isn't included, this is because Government doesn't want to go outside of boundaries.	

	<p>Following Governments decision on a unitary option, the transition will start January 2026, transformation April 2028.</p> <p>Information can be found on North Warwickshire Borough Councils website by entering reorganisation into the search bar, there is also an option to sign up for emails. Interim Plan For Local Government Reorganisation</p> <p>Updates and information will be communicated in the Tenants Link Newsletter and will be an item on the Borough Wide Tenants Forum Forward Work Plan.</p> <p>Steve Maxey and Angela Coates met with the Social Housing Regulator earlier in the week, Local Government Reorganisation was raised. Two main items from the meeting are to continue to work with the tenant forum and to keep tenant profiles up to date. Detail information shared by tenants is input onto the system and updated by the Tenancy Officers. Consideration needs to be given to how we obtain information and what tenants are willing to share.</p> <p>With no further questions, Steve thanked forum members for giving up their time and for their contributions to the Housing Service.</p>	
19.25	<p>Minutes from the last meeting and matters arising not on the agenda. Minutes of the last meeting were agreed by Percy and Ellen</p> <p>8.25 Ian Palmer has consulted with Triton over installation of care showers. Triton suggested a factory visit. This has been agreed by the forum and arrangements will be made.</p> <p>14.25 A QR code has been included on the Outcomes Report, the report is on the website.</p> <p>15.24 The AGM was very successful with a look back on achievements and changing faces of forum members over the last 26 years</p>	

	<p>17.25 Confirmation given that temperature valves are still being fitted on radiators to control room temperature.</p>	
20.25	<p>Review of Void Property Service</p> <p>When properties are let, the Council follows certain procedures to ensure that before they are let they are brought up to a good standard.</p> <p>The Social Housing Regulator does not ask for a performance return for vacant property management; two performance returns are submitted to Housemark, one on number of properties vacant and available to let at the end of the month, and the other on end-to-end times.</p> <p>Performance for this service is important to prevent empty properties, which can scar an estate, meet housing need and prevent homelessness. On average there are around 150 vacant properties each year, turnaround time for these properties is increasing due to factors including major works.</p> <p>The forum was asked to consider how they would like to be involved in reviewing the service and what information they would like to receive. In advance of a review, best practice can be sought and cost information collated. A satisfaction survey has been used in the past to gather information as part of an Introductory Tenancy visit. This can be reintroduced with feedback provided to forum.</p> <p>Some forum members have previous experience being involved in the voids process, others have recent experience of moving into a property and able to offer feedback into how the service worked in practice.</p> <p>The vacant property standard has been distributed for the meeting. This is the standard tenants should expect when they are offered a Council property.</p> <p>There has been a meeting with the voids team to discuss developing a technical document for the team.</p> <p>Sue asked whether a section should be included regarding invasive plants and the removal of these at void stage, also consider the implications for some tenants with fetching supplies using a decorator's allowance.</p>	

	Review of void property service - agenda item	
21.25	Tenant Led Community Panel Arrangements Review Following discussion with the forum, the general view over recent years is that tenants are happy to attend meetings but no longer want a formal constituted group. It has been agreed; the terms of reference will be abolished in favour of community meetings and local groups. Criteria for small environmental improvements will be put together and brought to forum to agree.	Angela
22.25	Update from Scrutiny Panel A report on the most recent ASB exercise will be sent to members of Scrutiny Group and to Angela in the next couple of weeks. Christine from Housemark is working on an ASB policy and procedure. Angela asked for consideration to be given to performance and where it best sits. It was agreed the main performance detail will go through Scrutiny with light touch information to forum meetings. Next Scrutiny meeting will be held on 16 th July	Sue
23.25	Agenda items for next meeting Review of Void Property Service Tenant Profiles	
24.25	AOB 24.25.1 Waste bags are being left in communal areas of flats. 24.25.2 'No parking' signage has recently been displayed at Paddocks Close. Vehicles are still parking on the pathways and grass. 24.25.3 Vehicles are parking on the green space at Priory Walk. 24.25.4 Fire advice letters and guidance have been delivered to all flats with a communal area. Entrance doors are being propped open with a hook.	

	<p>24.25.5 Grass at Priory Walk has only been mown once this season</p> <p>24.25.6 A 'no parking sign' was removed from the front of the flats during works at Drayton Court. Request for a sign to be reinstated.</p> <p>24.25.7 Cold water supply in the communal room at Drayton Court is cloudy.</p> <p>Next Borough Wide Tenants Forum meeting date 20th August 2025</p>	All members
	<p>Roger thanked everyone for attending. The meeting closed at 12.20</p> <p>Signed to confirm that these minutes are a true and accurate record of the meeting held on 11th June 2025</p> <p>.....</p>	