**MINUTES OF THE TENANTS’ AND LEASEHOLDERS’**

**CONSULTATION FORUM**

Date: 24 February 2025 Time: 18:00

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| **Directorate** | **Housing** |
| **Present:** |  |
| Dave Larkin (DL) | Resident Hugglescote, Hugglescote TA and T&LCF Chair |
| Barry Barlow (BB) | Resident Castle Donington and Castle Donington TA |
| Margaret Barlow (MB) | Resident Castle Donington and Castle Donington TA |
| Sue Stevenson (SS) | Resident Castle Donington and Castle Donington TA |
| Nigel Hill (NH) | Resident Hugglescote and Hugglescote TA |
| Isobel Harris (IH) | Resident Hugglescote and Hugglescote TA |
| Sue Richards (SR) | Resident Whitwick and Whitwick & Thringstone TA |
| June Cave (JC) | Resident Whitwick and Whitwick & Thringstone TA |
| John Lakin (JL) | Resident Whitwick and Park View TA |
| William Forrest (WF) | Resident Whitwick and Park View TA |
| Cheryll Bowler (CB) | Resident Belton |
| Andy Wallace (AWA) | NWLDC Principle Housing Management Team Leader |
| Sharon Cole (SCO) | NWLDC Resident Involvement Team Leader |
| Laura Smythe (LS) | NWLDC Resident Involvement Officer |
| Peter Warren (PW) | NWLDC Resident Involvement Administration Assistant |
| Brooklyn Dooley (BD) | NWLDC Housing Apprentice |
| **Apologies:** |  |
| Elaine Hill (EH) | Resident Hugglescote and Tenant Scrutiny Panel member |
| Megan Hodgett (MH) | NWLDC Tenant Involvement & Building Safety Team Manager |
| Cllr Andrew Woodman (AW) | NWLDC Portfolio Holder for Housing |
| Cllr Alison Morley (AM) | NWLDC Shadow Portfolio Holder for Housing |
| Joyce Gee (JG) | Resident Whitwick and Whitwick & Thringstone TA |
| Merle Moran (MM) | Resident Whitwick and Whitwick & Thringstone TA |

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| With | **ITEM** | **ACTION** |
| **1**. | **Welcome, Introductions and Apologies**  DL welcomed everyone. Apologies as above. |  |
| **2.** | **Minutes of Last Meeting and Matters Arising**  The minutes were accepted as a true copy.  SR asked about the WiFi at Howe Road Lounge as it still wasn’t working. AH advised she would chase.   * Update 29/07/2024: AH has emailed Ankit Passi, Resident Liaison Officer, advising that “ The Tenants Association raised at the meeting tonight that they do not have access to the WiFi that has been installed.  Can you let me know what the issue is please and how we can get it resolved?” * Update 30/09/2024: No update available. SR confirms WiFi still not working. SCO to chase. * Update 28/10/2024: No update supplied. * Update 25/11/2024: SCO advised that the member of staff dealing with the WiFI had left and not yet been replaced. AH commented that Ankit Passi, had been out before he left and checked that it was working, but the password wasn’t displayed. RD would check with ITC that the password had been reconfigured, and asked for tenants to try it again. * Update 20/01/2025: No update supplied, SCO to follow up. * Update 24/02/2025: No update supplied. SCO to follow up.   WF commented that the aerial at Park View hadn’t been working since the storm a few weeks ago and some residents can’t get terrestrial TV. JR advised she would follow up.   * Update 25/11/2024: WF commented that one of the aerials had been checked, but some of the aerials in individual flats still aren’t getting certain channels. LS advised that she had arranged for responsive repairs to attend, but some channels are missing following the storm. CD asked if there was any scaffold around the building. The response was no. CD to follow up. * Update 20/01/2025: CD advised that he didn’t have an update, but would follow up with Rob Desbrow (RD), Asset Manager. * Update 24/02/2025: No update supplied as neither CD or RD were present.   WF commented that the bins at Park View get too full. JL added that a bin collection had been missed and they had to wait for two weeks, and the next scheduled collection, for them to be emptied. JL also commented that waste had said they were going to put a camera up to see who was dumping all the rubbish. JR advised she would follow up.   * Update 25/11/2024: As JR wasn’t present at the meeting, there wasn’t an update available. * Update 20/01/2025: No update supplied. * Update 24/02/2025: No update supplied as JR wasn’t at the meeting.   NH asked about the railings outside Fairfield Court, and about the new material being used instead of scaffold poles or wood, a more sustainable material, it’s been going on for six months, it cheap and nasty and the quality of the workmanship is terrible and JR had asked him to take some photos and show her at this meeting, but wasn’t here. AH replied, it was the lower level railings and JR had intervened and stated that she wanted a composite product, a recycled product, and the Housing Officer, Pragna Patel had taken some photos and contacted the repairs team to see about getting them replaced. AH advised she would follow that up, but advised NH to show RD the pictures he had taken if he wasn’t happy with the workmanship.   * Update 20/01/2025: No update available. * Update 24/02/2025: No update supplied as AH wasn’t at the meeting. | **SCO**  **CD**  **JR**  **AH** |
| **3.** | **Intouch articles for the April 2025 issue**  SCO advised that the articles were:  Willesley TA having a feature on their Christmas activities with another TA featured in the next issue. Fire safety feature. Home contents insurance promotion. Relaunch of the Housing Facebook page. Love your neighbourhood (LYN) article. Choice based lettings (CBL) update. Adaptations and self-referral article. Loft storage advice. Where to find information on your Housing Officer.  Useful telephone numbers. Puzzle page.  LS asked how many people in the room read Intouch. The majority of hands were raised. LS added, it gets sent out with the quarterly rent statement. There was a suggestion that people didn’t look at Intouch as it was with the rent statement.  AWA suggested we could explore the option and cost of posting it out on it’s own.  DL suggested sending copies out via the Housing Officer. AWA replied, we could look into the option of sending it out to schemes via the Support Officer. CB suggested putting it on the Facebook page. |  |
| **4.** | **Housing roadshows**  SCO advised that we have traditionally popped up in the summer months, but asked if the group thought we should roll them out over the year or keep them the same. CB asked what they were as she wasn’t aware of them in her area. SCO explained that we targeted different council housing areas each year and asked if we should open them up to all tenants regardless of location. NH suggested advertising them in Intouch. AWA suggested asking tenants what they would like, it may mean a mixed approach depending on the area. |  |
| **5.** | **Service update from the Responsive Repairs Team Manager, Conor Dixon**  AWA advised that CD wasn’t able to attend to do a service update, but would take the opportunity to update the group on a couple if matters and to talk about the priorities for the group. AWA mentioned that JR would be away from the business for the foreseeable future and MH would be temporarily moving over to the Responsive Repairs Team Manager role until a permanent replacement was recruited.  SR commented that she had received a call asking her for her opinion of the council and council services. AWA responded, it was probably a company called NWA who are calling tenants every quarter to undertake the Tenant Satisfaction Measures surveys. AWA added, we’re also stepping up on the transactional surveys.  NH asked who deal with the councils empty homes (Voids). AWA answered, we have a company called Wates working on our empty homes. NH asked if their work is checked. AWA replied, it should be, though he wasn’t sure that it was. AWA continued, we have the Empty Homes (Voids) Inspectors starting up again in the Spring and there’s lots more scrutiny on the horizon for work completed.  AWA asked the group if they felt that the T&LCF Meeting had value, did they think they influenced the council and felt they were listened to. DL responded, things like to quarterly figures meant nothing as they were unable to verify the performance quoted, and he couldn’t see the point, and he wasn’t sure how much the tenant voice was heard. WF agreed, Park View had been waiting for a new roof for eighteen months and they weren’t being given honest updates, just being told it was being looked at.  AWA asked if the group got involved because they had to (if they were a member of a TA and it is stated in the terms of reference they attend) or because they wanted to make a difference. The majority of the attendees stated it was to make a difference.  DL stated that it’s been raised numerous times that when you raise a repair you should be given a job number, but it hasn’t changed. AWA replied that he could deal with that as he was now looked after the AMSOs (Asset Management Support Officers, who take the repairs calls) and stated that you should be given a date, time and repair number at the time of the call and he would take away to action.  CB raised about sewerage issues in Belton. AWA stated that he would take to her about it after the meeting.  AWA asked if the group thought a repairs drop in would be a good idea, an opportunity to talk to us about outstanding repairs and unresolved big items and mentioned that we would be starting sheltered scheme surgeries soon.  DL stated that he thought the T&LCF Met too often and thought it should be every two months.  CB asked if the communal rooms were inspected. SR commented that the support officer did an audit. AWA replied the communal rooms in the sheltered schemes were inspected, but the standalone rooms weren’t regularly inspected and if they were, it wouldn’t be anymore than once a year.  SCO asked if the attendees from a TA would like to see something difference to this meeting, bearing in mind the need to have governance of the RI budget.  AWA clarified, would they like the group to be more of a RI budget consultation and the performance and policy stuff go to Landlord Services Working Group.  DL suggested the meeting should be a source of information for the TAs and control the RI budget and it should be bi-monthly. SCO suggested that it should include event planning and budgeting too.  CB asked if it would be open to anyone who wasn’t part of a TA. AWA replied, we would need to understand how the group would work and how it would affect everyone. LS suggested we could explore the idea of a rural TA or community group for the Belton area.  AWA concluded that we would take the suggestions and feedback away and bring a proposal to the next meeting. |  |
| **6.** | **Meeting location**  SCO advised that an attendee had raised the meeting location at the last meeting and mentioned that we have in the past moved the meeting to TA locations around the district, however at the moment as all meetings have to have a digital inclusion option, we need to hold the meeting where that’s possible. DL agreed, and stated that he thought the meetings should remain at Stenson House, there are advantages to moving around, but these were offset by attendees finding the locations and there were issues with parking, neither of which were a problem at Stenson House. AWA added, the meetings should be kept at Stenson House especially if we’re looking to change the meeting. |  |
| **7** | **TA social media advertising**  SCO asked if any of the TAs objected to promoting their activities on the Housing Facebook page. The TAs present were happy for that. |  |
| **8.** | **Forward Plan**  Move Service Update from David Scruton to the April meeting. Add TLCF meeting feedback to the March meeting. |  |
| **9.** | **Any other business**  NH asked why the council weren’t testing the fire alarm in schemes anymore. LS replied, the Support Officer will do it every week and nothing has changed.  BB commented that he had raised the issue with the TV licence, but had been advised that it was sorted. SCO replied that LS had sorted it out. LS added that she had raised it with Sarah Richards, Senior Housing Assistant on the Housing Management team.  SS asked for written guidelines on how the RI budget could be spent. SCO replied that the guidelines had been included in the folder that had been given to BB. BB commented that he had lost the folder. SCO to sort a replacement.  CB asked if the Support Officer was checking the fire alarm, why couldn’t they do a regular checklist for health and safety. AWA replied, the Support Officers can’t do that, but any officer should report any issues that they see, but would take the comment away with him. LS commented that links in the with the scheme community champions, they would walk round with officer and then follow up on things.  LS advised the group that SCO did mention doing TA newsletters quarterly newsletters, but it would be better to do one or two a year, as per the grant agreement as it was more achievable. SR commented, twice a year would be best. |  |
|  | **MEETING CLOSED**  Date of the next meeting: 31 March 2025 at 18:00  Venue: Abbey Meeting Room (Board Room), Stenson House, London Road, Coalville, LE67 3FN or virtually via Microsoft Teams. |  |