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

**CONSULTATION FORUM**

Date: 20 January 2025 Time: 18:00

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| **Directorate** | **Housing** |
| **Present:** |  |
| Barry Barlow (BB) | Resident Castle Donington and Castle Donington TA |
| Margaret Barlow (MB) | Resident Castle Donington and Castle Donington TA |
| Joan Gell (JG) | 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 (JCA) | Resident Whitwick and Whitwick & Thringstone TA |
| Elaine Hill (EH) | Resident Hugglescote and Tenant Scrutiny Panel member |
| Cllr Andrew Woodman (AW) | NWLDC Portfolio Holder for Housing |
| Anna Crouch (AC) | NWLDC Head of Finance |
| Megan Hodgett (MH) | NWLDC Tenant Involvement & Building Safety Team Manager (online attendance) |
| Conor Dixon (CD) | NWLDC Responsive Repairs Team Manager |
| Sharon Cole (SCO) | NWLDC Resident Involvement Team Leader |
| Laura Smythe (LS) | NWLDC Resident Involvement Officer |
| Peter Warren (PW) | NWLDC Resident Involvement Administration Assistant |
| Yayah Turay (YT) | NWLDC Interim Finance Business Partner (HRA) (online attendance) |
| Deborah Proctor (DP) | NWLDC Interim Finance Team Manager (online attendance) |
| Brooklyn Dooley (BD) | NWLDC Housing Apprentice |
| **Apologies:** |  |
| Dave Larkin (DL) | Resident Hugglescote, Hugglescote TA and T&LCF Chair |
| Val Moss (VM) | Resident Ashby and Willesley Tenant Association |
| Lisa Sherratt (LSH) | Resident Ashby and Willesley Tenant Association |
| Dominique Buckley (DB) | Resident Ashby |
| Joyce Gee (JG) | Resident Whitwick and Whitwick & Thringstone TA |
| Merle Moran (MM) | Resident Whitwick and Whitwick & Thringstone TA |

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|  | **ITEM** | **ACTION** |
| **1**. | **Welcome, Introductions and Apologies**  SCO welcomed everyone. Apologies as above. Introductions for new members. |  |
| **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.   SR asked if the TA could buy a laptop with the grant money. SCO replied, she didn’t think they’d get away with that, but would ask the question.   * Update 28/10/2024: No update supplied. * Update 25/11/2024: SCO advised this was still under review. * Update 20/01/2025: SCO advised that in agreement with MH, the grant money could be used to purchase a laptop for the TA use, self funding any difference in cost, SCO advised that if the TA were to close, the laptop would be donated in agreement with her.   SCO advised that she had been working on a plan to tighten up the content and topics that would be brought to each group, and as we had run out of time tonight would email the proposal out for the group to feedback on.   * Update 28/10/2024: The group members present confirmed they hadn’t received an email. * Update 25/11/2024: SCO advised this was still under review. * Update 20/01/2025: SCO advised she had an item on the agenda.   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, Asset Manager.   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.   LQ mentioned that she had some lovely workmen in to complete works to the path at the front of her property, and they were as rough as a badger’s backside, they had no ID, but had been sent by Wates, but anyone from the outside wouldn’t have known who they were, and normally she wouldn’t have opened the door to them, something needs to be done about that. CD replied that he would filter that back to Wates on the weekly meeting, but Wates do sub-contract the work.   * Update 20/01/2025: CD advised this is in hand, Wates are being issued with hi-vis clothing with “in partnership with NWLDC” printed on them along with identification, these will also be supplied to any sub-contractors that Wates were using.   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. | **SCO**  **CD**  **JR**  **AH** |
| **3.** | **Housing Revenue Account (HRA) Budget Consultation**  AC ran through her presentation, a copy of which was emailed out to the members for whom we hold an email address, a paper copy was handed out at the meeting and will be included with the minutes.  AC asked for feedback or comments relating to the three consultation questions included with the pack:  Question 1:  NH asked what was happening with other costs. AC replied, they would rise by 2.7%. SR confirmed, service charges would increase by 2.7%. AC replied, they would.  Questions 2:  SR commented that we]ve just gotten used to things going up. AC replied, in this case that’s a good thing as it’s increasing spending on council homes. EH asked, on what would the spending increase on. MH replied that she would try to get a specific answer, but the stock condition surveys would determine where and how the budget was spent.  Question 3:  SR commented, the sooner the better.  AC advised the survey would be available online until Sunday.  NH asked when Fairfield Court would be moved from Gas to renewable energy.  CD advised he would look into and get back to NH. |  |
| **4.** | **Introduction and service update from the Building Safety and Tenant Involvement Team Manager Megan Hodgett**  MH ran through her presentation, a copy of which was included with the presentation.  EH asked if following the surveys done last summer, if things were identified that needed doing, would they be done automatically. MH replied, the stock conditions surveys done by Savills on our behalf, have been logged onto our repairs system and we’re currently going through them and any repairs jobs identified are being raised, once we’ve been through them all, work can be planned. |  |
| **5.** | **Code of Conduct and Constitution**  SCO advised that a copy of the Code of Conduct was included with the papers, and we have supplied a copy for members to sign tonight.  BB commented that the things on here we’ve been doing for years. SCO replied, we have to update our records from time to time and we have had new members as well, who wont have seen it before. BB replied, it’s an insult to the people that have been here a while. SCO responded, we’re questioning your behaviours, we’re just making sure we have up to date records. SCO advised that a copy of the Constitution was included with the papers, and we have supplied a copy for members to sign tonight. SR commented that 2a refers to AGMs and two representatives who are tenants or leaseholders must attend the meeting, adding, she wasn’t aware of that as part of the AGM. SCO replied, it’s not a new addition.  SR commented that they have a mix of tenants and residents, so are resident no longer welcome at the meeting. SCO replied, no one’s saying that. SR asked for confirmation on whether it was only two. SCO replied, more people can attend if you wish, however if there are items that need voting on that only affect tenants, then residents wouldn’t be able to vote on those issues. SR asked how many sessions should be attended. SCO replied, a minimum of four. SR clarified, so the TA need to have two people attend four times a year. SCO, replied yes. |  |
| **6.** | **Priorities of the Groups**  SCO ran through her presentation, a copy of which was included with the papers.  There were no questions or comments. |  |
| **7.** | **Resident Involvement Budget Priorities/ Marketing**  SCO advised that she would like the group to discuss how resident involvement should be marketed and how the budget should be used. SCO asked if digital involvement should be used. SR replied, no. SCO asked if there was a carrot that could be used to get people involved. NH replied, you might get the wrong sort of people involved. There were no further comments or suggestions. |  |
| **8.** | **Forward Plan**  Add meeting location to the next meeting. |  |
| **9.** | **Any other business**  SR asked about travel claims against the TA, and asked if there was a form that should be used. LQ replied, just put the mileage in, there isn’t a form to complete.  NH mentioned that DL had given him a link for the Fraud and Vulnerability Officer who can come round and give a talk on how to avoid scams. SCO suggested that it would be a good idea to set groups up and would speak to him at the end of the meeting. BB raised that he had a TV License demand for the communal room at the Biggin. SCO advised that she would speak to him at the end of the meeting. |  |
|  | **MEETING CLOSED**  Date of the next meeting: 24 February 2025 at 18:00  Venue: Abbey Meeting Room (Board Room), Stenson House, London Road, Coalville, LE67 3FN or virtually via Microsoft Teams. |  |