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

**CONSULTATION FORUM**

Date: 30 September 2024 Time: 18:00

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| **Directorate** | **Housing** |
| **Present:** |  |
| Dave Larkin (DL) | Resident Hugglescote, Hugglescote TA and T&LCF Chair |
| Nigel Hill (NH) | Resident Hugglescote and Hugglescote TA |
| Isobel Harris (IH) | Resident Hugglescote and Hugglescote TA |
| Barry Barlow (BB) | Resident Castle Donington and Castle Donington TA |
| Margaret Barlow (MB) | Resident Castle Donington and Castle Donington TA |
| Joyce Gee (JG) | Resident Whitwick and Whitwick & Thringstone TA |
| Merle Moran (MM) | Resident Whitwick and Whitwick & Thringstone TA |
| Sue Richards (SR) | Resident Whitwick and Whitwick & Thringstone TA |
| June Cave (JCA) | Resident Whitwick and Whitwick & Thringstone TA |
| Val Moss (VM) | Resident Ashby and Willesley TA |
| William Forrest (WF) | Resident Whitwick and Park View TA |
| John Lakin (JL) | Resident Whitwick and Park View TA |
| Sharon Cole (SCO) | NWLDC Resident Involvement Team Leader |
| Laura Smythe (LS) | NWLDC Resident Involvement Officer |
| Peter Warren (PW) | NWLDC Resident Involvement Administration Assistant |
| **Apologies:** |  |
| Lisa Sherratt (LSH) | Resident Ashby and Willesley TA |
| Cllr Alison Morley (AM) | NWLDC Shadow Portfolio Holder for Housing |
| Jane Rochelle (JR) | NWLDC Head of Housing |
| Amanda Harper (AH) | NWLDC Housing Management Team Manager |

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|  | **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. | **SCO** |
| **3.** | **Q1 Performance Update – Repairs & Asset Management**  JR wasn’t able to attend the meeting and the performance data hadn’t been supplied. |  |
| **4.** | **Tenant Association Audits/ Grants/ Accounts**  SCO asked if the group had looked through the grants and audit information included with the papers.  NH commented that it was an awful lot of work to expect volunteers to do, the expectation was too high. Other TA members voiced their agreement.  SR commented it was very daunting to expect to do a business plan. SCO replied that she had tried to make it as user friendly as possible and most things the TAs were already doing. SR replied, if you don’t meet the criteria, you won’t get the grant. DL added, why bother. NH asked, why bother being a TA when you get nothing for it. LS replie, you get the use of the room and insurance and as a constituted group, you can apply for grants, if you weren’t a TA, you wouldn’t get any of that. LS reminded the group that the books had always been looked over by someone to sign to say they balanced, in hindsight, Justin’s (Justin O’Brien, former Resident Involvement Team Leader) decision to have Internal Audit sign the TA books off wasn’t the best course of action as they are now auditing the books and we have to follow their recommendations. JCA asked by internal audit weren’t here to answer the questions. LS replied, we had arranged for the feedback to be given in a separate session, but the majority of the TAs couldn’t make it, we didn’t want to delay any longer so brought it to the meeting tonight. SCO commented that she would be more than willing to visit the TAs and go through the action plans with them. VM asked what the annual benefit capture form was. SCO replied, it was just a document listing what you’d done through the year and what you’d achieved in terms of helping the community, maybe you’d helped reduce social isolation for example. SCO continued, you do amazing work and we want to make sure your achievements are captured. SR asked about the TA constitution, did it need redoing every year. LS replied that she would like it redone every year. SR asked about the regulations, such as GDPR, should they have a copy of them. SCO replied, you should have copies, but if not, we can get them to you. LS replied, you would have had a copy when the TA was originally set up, Justin would have given them to you as the team leader, he set the TAs up. SR mentioned that the £600 grant was for the running of the TA and the document mentioned, paper, ink, stamps, production of newsletter, minutes, posters, biscuits, tea, coffee, sugar and milk can come out of that grant. SCO added, refreshments, yes, but not alcohol, any admin costs supporting the running of the TA. NH asked if the ingredients for a BBQ could come out of the grant. SCO replied, no, it wouldn’t cover the cost of meat and salad and things like that. SCO added, you would also need a food hygiene certificate for handling and preparing food and the scheme or room kitchens would need to be rated by environmental health, serving prepared food, such as bought in sandwiches, biscuits and cake for example is fine. LS added, the grant money shouldn’t be used to pay for meals out or trips and you can complete the food hygiene courses online if you want to get your certificates and the cost can come out of the £600 admin grant. VM asked as we’re receiving the grant later than we should, do we have to back date any admin costs. SR added, yes, we’ve bought stationery and stuff, if we don’t back date, then next year it will look as though we haven’t spent all the grant and the grant we get next year will be reduced. SCO replied, that she would query that point. SR asked about reasonable expenses, travel costs, child care, does that include travelling to buy raffle prizes. SCO replied, travel costs would be traveling to meeting that we put on, such as this meeting. JG commented that the cost of the bus for a trip was claimed from the grant. SCO replied, the cost of a bus for a trip would have come from the social grant, we’re specifically talking about the £600 grant from resident involvement. SR asked if the £600 grant wasn’t fully spent by the end of the financial year, then they would get less next year. SCO replied that was correct. DL asked if it was worth all the bother. SR replied that it was as there were people on their own who need the support. JG added, we would have to hire the room. LS replied, yes if you weren’t a TA, you would have to pay for the use of the room, those in schemes could use the lounges anyway with approval from the Support Team and if you weren’t a constituted group, you wouldn’t be able to apply for grants. VM asked if they could buy a printer for the TA with the grant money. LS replied, yes, that’s an excellent example of what the grant can be used for. SR asked if the TA could buy a laptop with the grant money. SCO replied, she didn’t thin k they’d get away with that, but would ask the question. LS added, perhaps the solution is that each TA should apply for funding from the TLCF, the budget is there, for a laptop each, having a laptop and printer will empower you more and more, you could produce your own marketing materials, have a TA email account, you could do your books on there, complete online training, for example. SR asked, the laptop would only be for TA business and belong to the TA. LS replied, that it would. NH asked about signing the grant agreement, what were the implications. SCO replied, you are signing to agree to the grant conditions, no signature, no grant. NH asked, but what are the repercussions. SCO replied, just the case that if the £600 wasn’t spent, you would get less the next year. BB mentioned that Castle Donington TA were having a BBQ on Saturday night, could they go ahead. SCO replied, realistically, no you shouldn’t with two people having hygiene certificates and the kitchen being inspected by environmental health. BB replied that they had two people with hygiene certificates. SCO replied, in light of the short notice, it wouldn’t be fair to cancel at this stage. NH added, you can go online and complete the hygiene course and get the certificates straight away. BB asked if they could organise and pay for a trip out of the £600 grant. SCO replied, no, but you could apply for the Social Grant and use that for trips. | **SCO**  **SCO** |
| **5.** | **Resident Involvement Community Day Feedback**  SCO confirmed that nine Housing Community Days had been planned for July and August, in the end only eight were held, a couple of them had good resident attendance, though the majority of people that attended were interested in speaking to the Repairs staff present. SCO continued, moving forward we need to look at what will work in terms of improving how the council engage with their tenants and residents and maybe try a different approach. LS commented that in the past we’ve gone door knocking and this helped improve engagement, though repairs were normally the hot topic. SCO advised that she would bring the topic up at future meetings for the group to consider options.  VM commented that the homeowners hadn’t been made aware that the event was happening. SCO replied, we can only send letters to our tenants, but advised that we acknowledged that the communication needed improving and this would be something that she would engage the Comms team with. |  |
| **6.** | **Draft Resident Involvement Strategy**  SCO asked if the group had a chance to look through the strategy, advising that she was aware it was boring, but it was necessary regulatory stuff.  SR asked what leaseholders were. SCO replied, leaseholders were people who had bought their flat, but didn’t own the building in which it was contained. SCO asked the group to have a look through and provide any feedback.  SR asked about digital engagement and commented that some people didn’t want to do digital. SCO replied, the digital option will be in addition to the normal methods of engagement. |  |
| **7.** | **Annual Thank You Event**  SCO commented that there were some attendees of our groups that didn’t like to go out at night in December and so asked the group for a vote on whether to do a daytime activity or evening. There were eleven votes for the evening option and three votes for the daytime option. SCO advised that she would ask the Landlord Services Working Group the same question, and the majority vote would be carried. LS and SCO will start to look at options and report back in October. Suggestions were given: Imge, Hermitage Hotel, Appleby Inn, La Torre, and the Beeches. | **LS/ SCO** |
| **8.** | **Forward Plan**  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. | **SCO** |
| **9.** | **Any other business**  DL sent his apologies for next meeting.  SCO sent time with each TA to go through their grant agreement. |  |
|  | **MEETING CLOSED**  Date of the next meeting: 28 October at 18:00  Venue: Abbey Meeting Room (Board Room), Stenson House, London Road, Coalville, LE67 3FN or virtually via Microsoft Teams. |  |