

Tenants' and Leaseholders' Forum Action and Decision Log

23rd September 2021

1) Welcome and apologies

Forum members present: Wendy Biddles, Joe Carroll, Phillip Allen, Peter Hookway, Jean Williams, Jill Rhys, Ann Green

Apologies: None

Also present: Cllr Cutkelvin, Chris Burgin, Helen McGarry

2) Social Housing White Paper – The Charter for Social Housing Residents

The Forum was presented with a summary of the Government's proposals within the recently published Housing White Paper. One aspect of this is to ensure tenants have their voice heard by their landlord. The Forum were advised that this requirement provided an opportunity to review our approach to tenant involvement and to enhance what we currently have in place. A report is due to go to the Housing Scrutiny Commission at the start of October recommending a review of tenant involvement takes place, with the development of a Involvement Strategy and action plan. The report also proposes that a working group is set up with Tenant and Leaseholder Forum members to support this review and strategy development.

3) Agenda items for future meetings

It was agreed that officers from the Tenancy Management and City Warden Service are to be invited to the next meeting to discuss the roles of City Wardens, Housing Officers and Housing Assistants on our estates.

Other topics put forward for future meetings were:

- An overview of the leaseholder officer role, to include information about leaseholder charges
- Information about the Customer Services Centre, particularly in relation to the recent increase in call answering times
- Information on the role of the Works Planner and how repair work is planned in

4) Any other business

Wendy Biddles asked about the possibility of setting up a Facebook page for the Forum. It was agreed that this would be considered as part of the Tenant Involvement review. Wendy also requested that consideration was given to communicating the role of Forum members more widely, as part of this review. As an interim measure it was agreed that Forum members photographs would be included in the next Annual Report to Tenants.

Following a visit to Thurnby Lodge, Chris Burgin is to contact the local Housing Officer to discuss issues raised.

Phillip Allen asked for feedback on a report of anti-social behaviour in St Marks and an update on parking issues in the area. This is to be referred to the tenancy management service to respond.

Peter Hookway raised concerns about a recent visit to a tenant in Beaumont Leys in relation to a gas servicing appointment. Further information is to be provided by Peter so this can be investigated.

Peter also stated that he had made enquiries about the ownership of a parking area in the Beaumont Leys area and he had not yet received a response. Officers are to chase this up on Peter's behalf.

5) Date of next meeting

25th November 2021, 2.00 – 4.00 pm.