

Meeting: Housing Influence Panel

Date: 11.06.2025

Time: 10:15am – 12:30 pm

Location: Council Chambers, Council Offices, Beeston

Present:

- April Hatcher, Engagement Manager
- Andy Culshaw, Change Delivery Manager
- Rachel Shaw, Assistant Director of Housing
- Darren Ibell, Assistant Director of Asset Management and Development
- DM, Tenant
- JW, Tenant
- ET, Tenant
- SC, Tenant
- JL, Tenant
- CB, Tenant
- RS, Tenant
- ST, Tenant

Apologies:

- NJ, Tenant
- MP, Tenant
- MC, Tenant
- AW, Leaseholder
- Raoul de Sousa, Engagement Coordinator
- Vanessa Smith, Housing Portfolio Holder

1.	Housekeeping, Apologies and Introductions <ul style="list-style-type: none">• Everyone was welcomed to the meeting and new members were introduced to the Group.• Chair went through Housekeeping, ground rules, apologies and Introductions.
2.	Notes of Last Meeting <p>Following up from outstanding actions at previous meeting:</p> <ul style="list-style-type: none">• AH following up on query from tenant that new boilers after servicing taken a long time to heat up, so asked DI. provided more information about query. *DI will chase up boiler issue.• SC - Are there any matters arising from the minutes? And the chair pulls up any points to ask the Housing team. JL – Don't

	<p>need to go over unless there points or issues need arising. ET – Minutes, A small space at the beginning of the meeting to raise any comments.</p> <ul style="list-style-type: none"> • DM – A lot of garages are not being used for cars. AH/RS – Within the Garage lease it states that garages can be used for storage, however a business cannot be • SC - Post it notes to be given to tenants to make notes for the documents given.
3.	<p>Feedback / Updates from previous Housing Influence Panel Comments</p> <p>Elsie Wong, Development Project Manager</p> <ul style="list-style-type: none"> • Elsie shares an update from Development: We are still finalising the review of the design guide and have included as part of the review the tenant's panel's feedback. • Please thank the panel for their participation and feedback! <p>Rachel Shaw, Assistant Director of Housing – Customers with Additional Support Needs</p> <ul style="list-style-type: none"> • The policy I brought to the November 2024 was approved by Cabinet last week. It ended up being named 'People Focused Housing Services Policy' after concerns were raised by GMT and POWG about using the word 'Vulnerable'. • RS took the updated the 'Customer with additional support needs' policy to the Policy working group, which included comments from the Housing Influence Panel. There was lots of discussion on language and decided that 'vulnerable' didn't fit the customer. As customers with some mental health needs and Neurodiverse customers may not want to be classed as vulnerable. • The Policy is now called 'People Focused Housing Services Policy'. • The Policy includes: <ul style="list-style-type: none"> - making sure thar Housing are continuously capturing up to date information on our customers, not just at sign up. - Designing services in the first place to make then accessible and then adapt them when customer needs. • The Policy approved by cabinet – AH to send out policy to the Housing Influence Panel. <p>Comments from Panel</p>

	<ul style="list-style-type: none"> • TS – Will all tenants get a copy? RS – We can look to develop a summary version for tenants. However, this policy is more focus on the internal working for Council Staff. • JW – What is the cabinet? RS – Explained the governance structure- Committee structure : Broxtowe Borough Council. Vanessa Smith is our portfolio holder. Explained that employees collate documents that include research and benchmarking, this is then taken to the cabinet for approval. • have made the research and include in the policies. • TS – Could we put policies in new tenancy packs or a list within the tenancy pack with QR codes. Or let tenant know they can then request – so they are receiving the most up to date version. • RS – Could pick up at sign up • SC – Use the Magazine about the different policies available to tenants– snapshot. Through the magazine they can contact get the policy. <p>Panel Discussion</p> <ul style="list-style-type: none"> • Continue with 30 minutes before the meeting starts at the next meeting. • Reminder to focus on the agenda and points that the panel would like to put across. <p>Actions</p> <ul style="list-style-type: none"> - Engagement Team to send out a copy of the new ‘People focused Housing Services Policy’ - Include article in the Winter Magazine on Policies – added to Engagement Team communications plan - One of the ideas the Scrutiny group has mentioned for their next review is Tenancy Sign up. -
4.	<p>Rachel Shaw, Assistant Director of Housing –Alterations and Improvement Policy</p> <ul style="list-style-type: none"> • Engagement Team sent out the Alterations and Improvement Policy • RS – This policy is to give permission to tenants to make alterations themselves. <p>TS – What timescale should tenants be looking for permission?</p> <ul style="list-style-type: none"> • This was also a question that RS wanted to ask the panel – This is something we could look to improve?

- RS – The initial response can be quickly sent, potential within 2 weeks; however, this contact will be requesting future information or visits to the property.

SC – How do they ask?

- Include and make this clear within the policy
- What team would they send to? Add team contact to the department it needs to go to.
- TS – Team contacts to be included within the Policy.

JL – If a tenant asks to change structure work? How is this done?

- RS – They need to ask for permission within writing to the Housing Tenancy Team. The tenant is then responsible for source professional trades person and must share these details with the repairs team so they can inspect and check that it's safe and completed to a high standard.
- RS – We can also ask tenants how they are going to fund this work. As if they are unable to finish then the cost comes within the repairs team.

DM – 5.3 4th paragraph down - satisfaction. 'Who is doing the quality control?'

- RS – This would be the repairs inspector who would be in the process

DM – Last paragraph on change the wording to make stronger 'immediate refusal of works.

- RS – Yes, there has been some issues, so if with input some deadlines this will support both tenants and Housing.

DM – Installation of static disk. Do people still install them? Could it the term be change to telegraphic installations

DM – Installation of water meter/smart meter.

- RS – Yes if you're installing a water meter or smart meter the tenant must be asking for permission. Permission is needed from the supplier and Housing. Energy suppliers they own the meters, not Housing.

DM – If there is problem/damage when the installation an energy meter or other works who puts this right?

- RS – It would be energy suppliers to make right.

	<ul style="list-style-type: none"> • RS – If it was for another issue – it would be tenant responsibility. There are circumstances for • TS – If they are company, customers should be able to claim any issues on their insurance. <p>DM – Stock inspections. Suggest Council would be more forceful.</p> <ul style="list-style-type: none"> • RS – There isn't any reason with couldn't look at termination, but priority is. <p>SC – Are people looking to put permission on garden? The policy is vague on garden alterations.</p> <p>DM – Loft alterations?</p> <ul style="list-style-type: none"> • Within flats Tenants and leaseholders do not own the lofts. No storage or alterations should be made to the lofts. • Within Houses, permission must be asked for, for any change to the loft. Popping boards down to walk around s fine. <p>SC – What does compensation for improvements? What does that mean?</p> <ul style="list-style-type: none"> • RS – If you have followed the process, completed the works and the standard is satisfactory, when you move out you can put in a request for money for works you've completed on the property. As that becomes part of the Housing asset to the property. • JW – Over time the compensation reduces. RS – That's right, it would be calculated over time and need to prove they spent over time. <p>Actions</p> <ul style="list-style-type: none"> - Include Policy article within Housing Magazine - Include 'Who's your Housing Officer/Independent Living Coordinator' within the Winter Housing Magazine. - RS to share updated Policy to the Panel and highlight the changes that have been included by the Panel. - Communications on Permission needed for Smart Meters / Water Meters
5.	<p>Darren Ibell, Assistant Director of Asset Management and Development – Aids and Adaptations Policy</p> <p>The policy was last reviewed in 2023. The terminology is quite broad to make sure it can be flexible.</p>

The aim is to help people live in the homes but also the balance of the future use of our stock. We are dictated to by the occupational therapist, who works for the County Council.

- Minor works include – lever tap/grab rail.
- Major – stair lifts and removing walls.

Funding plays a big part. We have around £300,000 a year for a stock of 4000. So, we need to make sure we are utilising this money the best way we can.

Panel commented – it's a small budget for adaptations needed in Broxtowe properties.

DI – Would like to review the policy on a regular basis, ideally every 12 months.

TS – When you say the OT have a say and they are the experts? Why would you refuse the OT?

- DI - This could be under occupying one person in a 3-bedroom home for example, or looking to insert wet rooms in spaces that are not designed for them.
- ET – Some places you can't adapt, however how do we BBC help? Potential move to an appropriate property.
- JW – You have to make reasonable adjustments. The print on the documents is too small.

SC – Page 11.

- Should it include hidden disabilities? Seem to focus on physical disabilities and not hidden, mental disabilities.
- What's the view Air conditioning? Within a climate change world, is there a scope for communal areas?

ST – Where's the procedure to go with the policy?

- DI. Yes there is a procedure of a work flow to go with the policy.

ST – Who is the author of the document? Review date should be on the front. The issue.

Mobility Scooters

	<ul style="list-style-type: none"> • There was some discussion on Mobility scooter policy and guidance which is outside the scope of the Aids and Adaptations Policy. The panel to invite agenda item on Mobility scooter at the future meeting. • Comments include Scooter storage, resources, spaces, charging, different guidance for wheelchair and scooter, newbuilds vs retrofit. <p>Actions</p> <ul style="list-style-type: none"> • Due to limited time within the meeting the Panel is to submit any comments to Engagement Team on the policy by Friday 18 July. • Invite Darren Ibell to August Meeting with updated policy draft. Note 29.08 – This has been pushed to the later meeting in the year. • DI to share the Procedure that sits with this policy with the Panel. • To look at Mobility Scooter policy within a future meeting
6.	<p>Andy Culshaw, Change Delivery Manager – The Top Ten Questions</p> <p>Please see slides attached</p> <p>AC – Shared the ten top questions on a sheet with a tick box. Asking the panel if they still want information on this or would like to focus more on another question.</p> <p>1. What are our tenants' responsibilities?</p> <ul style="list-style-type: none"> - AC share tenant responsibilities on the BBC website. Repairs Responsibilities - JL - Fluorescent tubes within the bathroom, no window so ladder. - AC – Run a report how many lightbulbs / phones calls - SC – Is there rule for different places? - AC – Repairs Policy to be added to the agenda. Invite Tuesday Hanley from Health and Safety. <p>2. What is the process when an out of hours emergency call is received?</p> <ul style="list-style-type: none"> - AC shared the flow of the out of hours, please see slide – - Main point is that it makes safe.

- JL – Seems straight forward
- SC – Does that always happen? Do we need to do another phone test?

3. How many colleagues working in repairs?

- Repairs manager – team leader x 2 – builderx2, multix11, joinerx3, plumberx1, caretakerx4, decorationx1.
- Eletctionx3, Gasx6
- JL – Have we got enough staff? James Whiter will be able to answer the question. There's room to move around. Do we need more in the winter for gas? Using gas or temporary staff?
- ST – Where are the inspectors? Repairs of compliance managers – inspectors. Inspectors are doing the wrong job. Inspectors are needed for major repairs and not everyday repairs.
- AC – Will come back with a full repairs team structure. AH to add it into the minutes?
- ST – Where are the contractors? AC – This is direct labour force. Contractors are different.

4. What is the current state of our Housing stock?

- *Currently 1.3 non-decent (5 out of standard).*
- *2,5000 surbeys commencing with Dyson contractors. **How many have they done?***
- DI – First 2000 have been completed. What has been the 5 top issues that have been
- TS – What do you do on the survey? Decent home standard – roof, boiler, kitchen, bathroom. The decent home looks Condition and the age. Primary component – for example a boiler or secondary component – kitchen (old)

5. Top 10 repairs issues

- Windows, toilet, light fitting, tap/waste, emergency callout, guttering, drainage work
- Not accurate as the code staff are using to do the jobs

6. Tenancy satisfaction Measure

- BBC tenancy satisfaction figures

7. Number of calls received...being answered / not being answered.

- Positive comment from tenant about the new system
- Able to monitor the trends, completion
- Only been run in a month.

- Please see slides for May 2025.
- AC to bring data for June and July.
- Housing influence Panel – to keep an eye on new repairs percentage? 41% is new but what about the 59%.

8. What is the council doing to improve communication?

- Totalmobile – scheduling system .
- Cabinet approved it.
- Will give the schedulers will be able to view diaries. Shares dashboards.
- Tenants can booked jobs online and change them.
- Send text messages outmatically
- AC would like to be included in the project – Stuart, Dave.
- AC to come back the question to start asking.

7. Engagement Update and Panel Admin:

HQN Share

- Panel to share how the HQN meeting went
- DM – Interesting to talk to a group that have nothing to do with Broxtowe, sharing their idea.
- TS – Was very interesting, did share that hadn't seen changes been implemented yet.

Future meetings

- To share feedback on influence/impact in writing and website
- To look to increase Housing Influence Panel to monthly meetings as always overrunning due to variety of projects and service information panel and employees are sharing.
- Idea: In the new meeting in the month focus these on performance. So, the top questions panel discuss with Andy Culshaw and other data.

Example for future

Date	Time	Meeting
Wednesday 6 August	9.45am – 12pm (including pre-panel discussion)	Housing Influence Panel
Wednesday 10 September	10am – 11.30am	Housing Influence Panel

Wednesday 10 October	9.45am – 12pm (including pre-panel discussion)	Housing Influence Panel
Wednesday 12 November	10am – 11.30am	Housing Influence Panel

Action

- Panel to discuss and agree at the next meeting in August if they would like monthly meetings instead of bimonthly.

TPAS Connect

- Would anyone like to join the TPAS connect online forum for Tenants.

Service Inspector

- April will develop small working group to organise this. Still on the list.

Facebook group - 79**Housing News – subscribers 3646 was 3632**

- Sent Sunday 1 June
 - Performance Information
 - Eastwood Housing Surgery
 - Domestic CCTV and Doorbell Cameras
 - Scalby Close Roof Works
 - Recharges - Lost Keys
 - Independent Living Open Days FAQs
 - Loneliness Awareness Week
 - Fund a Community Project
 - Where are Housing this June?
 - [Council Housing News this June](#)

Garden Competition

- Competition is now closed, and we have entries for every category. Will be judging week commencing Monday

Future ideas for the Panel

- Aids and Adaptations Policy draft
- Repairs Policy

	<ul style="list-style-type: none"> • Health and Safety Team • Mystery Shopping – Out of hours phone calls • Surveys for Stock – Could the Housing Influence Panel be involved? • Housing website pages • Separate meeting for Performance • Terms of reference for Housing Influence Panel • Create statement for scrutiny panel. • Community Fund Process and document review • Downsizing scheme • Total-mobile – the new programme • Next scrutiny Panel. <p><u>Dates for your diary</u></p> <ul style="list-style-type: none"> • Housing Customer Network, evening meeting. Monday 16 June from 5.30pm – 7pm at St Barnabas Church Chilwell • Housing Drop in on Wednesday 25 June from 10am – 12pm at Montrose Court, Stapleford • Food Hygiene Course – Thursday 3 July from 9.30am to 4pm at Bexhill Court, speak to AH if would like a space. • Complaint Panel - Wednesday 23 July from 10am -12pm at Council Offices, Beeston • Kimberley Playday – Wednesday 30 July from 12pm -4pm, location TBC • Chilwell Playday – Tuesday 5 August from 12pm-4pm at Inham Nook • Eastwood Playday – Thursday 7 August from 12pm-4pm at Coronation Park • First Digital Drop in from 12pm – 1pm. Online on Teams
8	<p>Next Tenant Panel Meeting Wednesday 6 August Council Offices, Beeston 9:30am – 12pm</p>