

**Tenant Panel Meeting**  
**09.04.2025**  
**10:00 am – 12:00 pm**  
**Council Chambers, Council Offices, Beeston**

**Present:**

DM, Tenant  
ST, Tenant  
SC, Tenant,  
RS, Tenant  
ET, Tenant  
MC, Tenant  
JL, Tenant  
CB, Tenant  
TS, Tenant  
MH, Tenant  
JW, Tenant  
April Hatcher, Engagement Manager  
Raoul de Sousa, Engagement Coordinator  
Andy Culshaw, Change Delivery Manager  
Elisie Wong, Housing Delivery Manager,  
Darren Ibell, Assistant Director Asset Management

**Apologies:**

AW, Tenant  
MP, Tenant  
MW, Tenant

<b>1.</b>	<b>Housekeeping, Apologies and Introductions</b> Everyone was welcomed to the meeting and new members were introduced to the Group. Tracey's first time as chair after elected at previous meeting	
<b>2.</b>	<b>Notes of Last Meeting</b> Following up from outstanding actions at previous meeting: <ul style="list-style-type: none"> <li>AH following up on query from tenant that new boilers after servicing taken a long time to heat up, so asked DI. SC provided more information about query. *DI will chase up boiler issue.</li> <li>TS reminded people of ground rules for meetings so that agenda can be followed.</li> </ul>	
<b>3.</b>	<b>Asset Management and Development Strategy Interactive Workshop</b> <ul style="list-style-type: none"> <li>DI introduced himself and presented areas that his department covers.</li> <li>Encourages people to find energy efficiency of their home using government website</li> <li>Delivered short presentation outlining how we manage our stock and upcoming programme of planned works.</li> <li>DM asks if garages falls under decent homes standards. DI explained that only covers habitable sites, so no.</li> </ul>	

	<ul style="list-style-type: none"> <li>• ST asks whether making kitchens bigger in Independent Living Schemes is considered as part of modernisation works. Also does storage of mobility scooter form part of asset management development strategy. DI says have programme called 'Sparkle' specifically focussing on whether Independent Living is modern accommodation. DI interested in returning to Tenant Panel consulting on options in modernising independent living. AH suggests tenants could be part of informing direction</li> <li>• RS asks when his bungalow will have updated energy efficiency. It is currently category D. DI says legislation deadline is 2030, so confident it will be done by then but working to before that. Will be getting 500 properties this year from D to C but not sure exactly when that specific property will be.</li> <li>• SC asks where the 11 million pound asset management budget comes from. DI explains comes from borrowing and other funds such as decarbonisation fund and carry over from previous years, councils reserves, housing revenue account.</li> <li>• TS says that her road has been on the list for updating for over a year, so not issue of not getting access. <i>*DI says will get details outside of meeting and look into it.</i></li> <li>• Have examined the contract procurement around compliance, particularly fire safety so working to ensure fire regulations adhered to.</li> <li>• Working with housing management on a pilot to try and predict which tenants most at risk of damp and mould and prevent it. DM asks how large of a problem damp and mould is within Broxtowe's homes. DI said referenced deprivation measures against our digital mapping system which gives hotspot areas and estimates 200 properties in borough at risk of damp and mould. Using Green Doctor to attend properties at pilot and identify</li> <li>• ST suggests moisture metres provided to all new tenants at Council so damp and mould can be more quickly identified. DI explains that at properties trialling pilot program installing environmental sensors to measure moisture.</li> <li>• ST asks for properties where chimneys removed/sealed ventilation restricted. DI answers that part of process of reletting empty homes to new tenants involves ensuring adequate ventilation, so will be brought up to standard.</li> <li>• DI says considering unemployment rates of young people in local area when recruiting to new roles.</li> <li>• DI explains have project panels and would love to have more tenants involved.</li> <li>• DI shares some challenges including financial, regulatory, access to properties. Priorities for coming year</li> </ul>	
4.	<p><b>Andy Culshaw, Change Delivery Manager-Tenant Panel Questionnaire – the results</b></p> <ul style="list-style-type: none"> <li>• AC wants to get some feedback on the priorities, which have been shortlisted following questionnaire sent to tenants previously</li> <li>• AC explains that provided useful understanding of the questions that tenants want answering.</li> </ul>	

	<ul style="list-style-type: none"> <li>• AC indicated that no 1 priority is what is Council doing to improve communication. AC colour coded the 12 questions to demonstrate how easy it is to find out relevant data.</li> <li>• AC explains difficult to find out number of calls received and being answered on current telephony platform, but may be possible by next meeting depending on migration.</li> <li>• TS asks how many staff will be answering new telephone lines. AC explains that repairs customer phone lines staffed by 6 people in the office. Data might help inform adjusting rotas based on demands.</li> <li>• JW asks how many tenants have abandoned calls to Repairs team. CB says had the same issue but spoke to local councillor and got the issue resolved.</li> <li>• Tenants are split into small groups to discuss what they feel is most important and write notes on handouts.</li> </ul>	
5.	<b>Housing Delivery Team - New Build Design Guide</b> <ul style="list-style-type: none"> <li>• EW explained her role and what the Development Team do including acquiring new homes, build affordable homes, secure partnerships and funding and manage the affordable homes programme.</li> <li>• EW explains that the design guide sets the specifications for new homes that are built. Whole document is large but reviewing changes.</li> <li>• MW before the meeting suggested that doors should be made wide enough for wheelchairs and stairs wide enough for stairlifts. EW explained that wheelchair standards as standard if it is stated as an adaptable home, but not on every home. TS asks how this is done if homes not know who tenants are in advance. Housing Strategy Team aware of housing needs, so would inform Development team would about housing requirements. These properties aren't built for specific individuals but to reflect need on housing register.</li> <li>• SC asked why disabled access not standard to all properties, such as wider doorways and pathways, so not special requirement. EW explained due to cost.</li> <li>• DM is there a simple list which highlights what aspects of new build are essential to all properties and what is optional. EW implies this is part of the rationale for this design review. Need to consider future maintenance costs also.</li> <li>• Handed out summary notes of proposed changes to specifications to gather feedback and again discussed in groups of 3-4.</li> <li>• ST asked is Chetwynn Barracks sale of land been pushed back. DI believes still intention for site to be developed but no progress been made.</li> </ul>	

6.	<p><b>Engagement Update:</b></p> <p>AH thanked staff members for attending and Tracey for first time as chair.</p> <p>Tenant Panel name change to be more inclusive to leaseholders- the name we are proposing is Housing Influence Panel. Agreed by all.</p> <p>Housing Magazine Summer edition, want feedback on articles.</p> <p>National Tenant Conference Wednesday 9<sup>th</sup> and Thursday 10<sup>th</sup> July, is a 2 day event in Coventry. TS recommends, was interesting to meet tenants at other councils, speeches from other landlords. ET, DM, RS interested.</p> <p>Climate Change Advisory Board- RdS introduced and SC interested.</p> <p>Tenant Panel Meet Up</p> <ul style="list-style-type: none"> <li>• Discuss it at the next meeting</li> </ul> <p>Service Inspector</p> <ul style="list-style-type: none"> <li>• April will develop small working group to organise this</li> </ul> <p>Engagement, 80 Facebook group Housing News 3632 was 3612</p> <p>Engagement Activities</p> <p>Garden Competition Independent Living Open Days</p> <p><u>Dates for your diary</u></p> <ul style="list-style-type: none"> <li>• Thursday 8<sup>th</sup> May, Voids Service Review Meeting, 10am -12pm,</li> <li>• Housing Customer Network, Tuesday 22 April 5:30-7pm, Middle St Resource Centre</li> <li>• Eastwood Litter Pick Walks 17<sup>th</sup> and 19<sup>th</sup> May</li> <li>• Housing Customer Network, Thursday 22 May 5:30-7pm, Eastwood Citizens Advice</li> <li>• Chilwell Homes England Event Friday 30 May, Inham Nook</li> </ul>	
10.	<p style="text-align: center;"><b>Next Tenant Panel Meeting</b> Wednesday 11 June Council Offices, Beeston 10am – 12pm</p>	