

Meeting: Housing Influence Panel**Date: 08.10.2025****Time: 10:00am – 12:15pm****Location: The Glebe, Linwood Crescent, Eastwood, NG16 3HD****Present**

Name	Role
TS	Tenant, Chair of Housing Influence Panel
April Hatcher	Engagement Manager
Andy Culshaw	Change Delivery Manager
Raoul de Sousa	Engagement Coordinator
RS	Tenant
MC	Tenant, Deputy Chair of Housing Influence Panel
JL	Tenant
CB	Tenant
SC	Tenant
CS	Tenant
JC	Tenant
DA	Tenant
DM	Tenant
AE	Tenant

Apologies

Name	Role
MP	Tenant
NJ	Tenant
ET	Tenant
NBO	Tenant
DC	Tenant
PC	Tenant
ST	Tenant

1	Housekeeping, Apologies, Introductions and Notes from the last meeting
	<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. SC raised issue in previous minutes that although Broxtowe is the landlord, leaseholders can be landlords, and this is rarely acknowledged. AH suggests inviting Natalie Amies or legal staff to explain leaseholder responsibilities regarding damp and mould with leaseholders above Council tenants or vice versa. AH has added this to the Housing Influence Panel future work plan

	<ul style="list-style-type: none"> • RdS feedback that anonymous participation is available on Facebook group. SC suggested doing mystery shopping on the Facebook group could demonstrate to the private Housing group that anonymous commenting is possible. • SC updates that regarding boiler issues, the monitor was faulty. They rang repairs and the guy that come out said he has changed 10 batteries in the last week. Repairs are obliged to change batteries for people. Suggests that when gas engineer services boiler, they could put new batteries. AE suggests having QR codes to online manuals on the user guides like EMH homes do so tenants know specific model and can search up solutions online. AH spoken to Repairs manager and articles to be added in Housing Magazine, Housing News and Repairs Handbook
2	<p>Andy Culshaw, Change Delivery Manager. Review of the Housing Influence Panel</p> <p><u>AC asked the Panel what their strengths are?</u></p> <ul style="list-style-type: none"> • DM: Finding problems, providing answers • DA: sharing ideas and collaborating • CS: Listening to how more experienced panel members and are persistent. Pleasantly surprised at how open Broxtowe staff are answering questions. • AE: Nice to have a group of people from different walks of life and perspectives. Likes saying your part of Housing Influence Panel. • SC: cooperative, enquiring minds and sense of humour. • MC: Useful to know the information to pass back to tenants in her scheme. At ARCH conference, • JL: Listening to our issues and improving on what we mention and bringing us up to date information • CB: Gathered confidence as a group and not frightened to share your opinion. • TS: Work together as a team and all working towards the unified objective of improving the lives of Council tenants without stigma. In another 6 months we will be fearless. • DM has produced a report on the Capital Works process when installing his new kitchen. <p><u>Weaknesses</u></p> <ul style="list-style-type: none"> • DM: getting too much paperwork to go through. Maybe divide things into separate subjects and have monthly rather than bimonthly meetings. • DA: Introductory factsheet and covering 2-3 past topics been discussing. • CS: Things written in simplified way as terminology sometimes difficult to understand. • AE: Didn't even know we had a Facebook page, so induction pack would be useful. • SC: barriers to engagement are timing and location of meetings. Any paperwork that wishes to be discussed in meeting, paperwork needs to be provided in advance. • MC: Not sticking to the agenda means meeting overruns. Personal issues after the meeting. RS agrees. • JL: Paperwork and terminology.

- | | |
|--|--|
| | <ul style="list-style-type: none"> • CB: With having a hearing problem, easier in smaller room than Council Chambers. • TS: Don't stick to agenda and talking too much about personal stuff rather than waiting until the end. • RdS: tangible change as a result of the panel. AH has itemised list which will email out. This was emailed on 14.10.2025 • AH: Getting paperwork out in time |
|--|--|

How does this panel hold the Council to account?

- TS: To speak to head of relevant department
- DM: Need to communicate, get the answers and make the changes.
- SC: If you want a change, need to change the policy. Need to understand why things are done the way that they are. As a public governor, to challenge something, you had to evidence where people not meeting targets. Should tenants be sat at important meetings. We want to have a seat at the important meetings. When we know there are general issues being experienced by lots of tenants like fire safety in communal areas, then not personal issues. We can advocate for tenants at large. TS suggests we should research our priorities and campaign on them.
- JL: Make sure the points we discuss are put to the Council acted upon and reported back to us.
- DA: need to have confidence that issues we raise at meetings are then raised at higher level until tenants are involved directly at higher level.
- TS shared that had 1.5-hour meeting with regulators.
- TS wants to request somebody from Income or Benefits attend as has experience of fellow tenants who have issues through Neighbourhood Champion role. **AH added to future work plan for Housing Influence Panel.**
- AC can share that has got place approval for 2 tenants on Housing Improvement Board, made up of Chief Executives and Assistant Directors. Monthly on Wednesdays at 3pm.
- SC says Teams can be difficult as can't see everyone else in the room. TS thinks not seeing every person allows you to have more confidence in speaking your mind.
- SC: We have done a scrutiny project on Voids, but housing performance figures suggest Voids relet times still have not improved. But we wanted to focus on the Lettings side of the process but could not as they have no staff.

3	<p>Housing Influence Panel proposed changes</p> <p><u>Ground Rules</u></p> <p>TS- a bit repetitive. What needs removing or adding?</p> <ul style="list-style-type: none"> • Only items on the agenda will be discussed • Raise your hand and Chair will invite you to speak in turn • Listen while others are talking without interrupting • Share constructive, concise and relevant contributions
---	--

- | | |
|--|---|
| | <ul style="list-style-type: none"> • Treat all others fairly, courteously and with respect • Raised voices, abusive or inappropriate language will not be tolerated • Personal or individual issues must be raised outside of the meeting • Work together for the benefit of all residents • The gavel indicates moving to next topic? |
|--|---|

Code of Conduct

- SC notes that the code mentions not 'unreasonable demands made of our time' yet having a lot of paperwork at the moment.
- SC says for conflict of interest, if you are a Council tenant but Council employee is that a problem. **AH to check with Legal. Answer from Rachel Shaw, Assistant Director of Housing** – We should not exclude housing employees who are also tenants or leaseholders from decision making groups. However, they must consider if their role will have an impact of their ability to be impartial when making a specific decision, and there may occasions when they will not be able to attend specific meetings or may need to leave the room for specific agenda items. If you did have a housing employee join, then at that time we would need to produce a declaration of interest process to be followed. It could be similar to how Democratic Services work with councillors.

Structure of the Engagement Groups

- 2 or 3 members from Housing Influence Panel go to Scrutiny or Complaints Panel. Panel agrees?
- AH suggests a flowchart for the minutes to explain the proposal.

Terms of Reference

- SC this group should be able to be used as advocates for the wider tenant group for issues that affect lots of tenants.
- SC under non-permanent members, can we bring tenants as visitors for particular relevant topics.
- TS asks if need to set a commitment for number of meetings per year. Say 9 out of 12. RdS asked new members would have found that off putting. Mixed response. Tenants come because they want to rather than because they have agreed to.

4	<u>Panel and Engagement Admin</u>
---	-----------------------------------

Energy Efficiency Funding

To be discussed at next meeting to allow for more time.

Book date to Scope next Scrutiny topic

Plan to start new scrutiny topic before the end of 2025. Possible topics to be discussed at separate focused meetings. **AH to organise and RdS to circulate to interested members.**

Engagement Update

Eastwood Hub

- A member of Housing staff at 47 Nottingham Road, Eastwood, NG16 from 9am-12pm on Tuesdays. For October: Tenancy 7th, Lettings 14th, Tenancy 21st, Repairs 28th

Housing Private Facebook Group

Currently we have just 79 Members. It is a private Facebook group for all Broxtowe Councils tenants to have their say and engage with the Housing Department at a time that suits them. However, it is not a forum to resolve personal issues personal to and this must be done through the normal channels.

Would you like to join: [Broxtowe Borough Council Housing Community | Facebook](#)

2025 actions still to complete

- Procurement training – **AH booked meeting with TPAS 5/11/2025**
- Service Inspectors
- Mystery Shopping Phone Calls
- Create an Editorial group to look at letters, magazine and language etc...

Winter Housing Magazine

Given current draft of topics and can provide more insights at next meeting. CS provided written article about experience as winners of Housing's Garden Competition.

January Party

In January 2025 we got together and hosted a New Year party to celebrate all of the hard work you the tenants, leaseholders and shared owners completed.

Tenants provided with option of dates and times to indicate preference:

Wednesday 14 January – 1pm-3pm or 5pm-7pm
Wednesday 21 January – 1pm-3pm or 5pm-7pm

Panel Admin

Tenants filled out forms in advance of the meeting and AH collected copies to compile responses.

Communications

Facebook group - 79

Housing News – subscribers 3600 was 3622

Sent Monday October

- [Tenant Data Collection Project](#)
- [Housing Update: Preparing for Inspection](#)
- [CEDARs - Eastwood Community Hub](#)
- [What to do if you spot Damp and Mould in your Home](#)

- | | |
|--|---|
| | <ul style="list-style-type: none">• <u>Pop Up FAQs</u>• <u>Bulky Waste Action Days</u>• <u>Where are Housing this October?</u>• <u>Celebrate Older Persons Day</u>• <u>Fund a Community Project</u>• <u>World Homelessness Day</u>• <u>Volunteer Awards</u> |
|--|---|

Dates for your diary

- Housing Influence Panel Interview with the Regulator – Wednesday 15 October
- Complaints Panel – Wednesday 29 October

Next Housing Influence Panel Meeting

Wednesday 12 November
Council Offices, Beeston, NG9 1AB
10:30am – 12:45pm