



Broxtowe
Borough
COUNCIL

Housing Influence Panel

Wednesday 10 September 2025



Welcome

- Housekeeping
- Apologies
- Introductions



Agenda

Timing	Agenda Item
9:45 – 10:00	Refreshments and panel discussion on Agenda
10:00 – 10:05	Housekeeping, Apologies & Introductions, Notes of the last meeting - Thoughts on how Housing Services can improve how we engage with you.
10:05 – 10:50	Kim Dawson, Housing Strategy and Services Manager - New Draft Engagement Framework
10:50 - 11:00	BREAK
11:00 – 11:10	Tenant Satisfaction Measures - Action Update
11:10 – 12:00	Andy Culshaw, Change Delivery Manager - Housing & Asset Management Improvement Plan and workshop
12:00 – 12:15	Where were Engagement this Summer



○ New Draft Engagement Framework

New Draft Engagement Framework 2025-2028

Purpose of the Framework:

- Aims to strengthen resident engagement in housing services.
- Encourages feedback and offers multiple ways for residents to get involved.
- Includes a communications plan to keep non-participating residents informed.
- Brings together actions from various areas into one document, i.e. Housing Strategy, Tenant Satisfaction Measures (TSM) Action Plan, TSM Anti-Social Behaviour Action Plan etc.
- It will align with the Consumer Standards from the Regulator, particularly Transparency, Influence and Accountability and Neighbourhood and Community.

New Draft Engagement Framework 2025-2028

Main topics covered

- Current engagement methods under three themes – Take a Seat, In the Community and Go Digital
- Training and Support
- Incentives for Engagement & Reimbursement of Costs
- Embedding engagement with staff
- How we will overcome barriers to engagement
- How we will engage with hard-to-reach groups
- How we will measure success
- Action plan

New Draft Engagement Framework – Activity

Making
Feedback
Count

Breaking
Down Barriers

Designing the
Engagement
Menu

New Draft Engagement Framework 2025-2028

Workshop Feedback from Each
Group



BREAK

Tenant Satisfaction Measures Action Update



Tenant Satisfaction Measures Action Update



Keeping Properties in Good Repair



Maintaining Building Safety



Respectful and Helpful Engagement



Effective Handling of Complaints



Responsible Neighbourhood Management



**Andy
Culshaw,
Change
Delivery
Manager**



Where were
Engagement this
Summer?

Playdays and Pop Ups

- Housing attended all 4 playdays and the Summer Fête interacting with a total of 82 residents.
- We invited along staff from Repairs, Capital Works, Lettings, Housing Options and Tenancy.
- There were 6 Pop Up events in total, interacting with 11 people taking 9 queries/service requests.

Questions asked

- Lettings: bedroom need
- Tenancy: Anti-social behaviour, succession, overgrown garden
- Repairs: insecure back door
- Other: broken streetlight, missed bin collection, potholes



Housing's Garden Competition 2025



- Most popular category was Independent Living
- Communal Garden- 8 entries
- Even those who did not win appreciated their garden being recognised
- £50 & £25 vouchers
- Tenant judges provided useful perspective
- Interact with tenants throughout the borough
- Recruited 5 tenants to our Housing Influence Panel



Housing Team

RECHARGES

We'd like to remind all tenants of their responsibilities when it comes to certain repairs in their homes. Take a look at our Housing Repairs Handbook for the full list.

If you lose your key and require a new one, you will be charged.

In Office hours

- Front door - £94.33
- Front and rear door - £148.23

Out of Office hours

- Front door - £108.48
- Front and rear door - £170.46

If you cannot pay in full, we will require an initial minimum payment of £5. The Income team will be in contact to collect the final amount at a later date. The amount must be met by

THE REPAIRS CUSTOMERS SERVICE TEAM

We sat down with Rachael, one of the Repairs Customers Service Officers, to share more about her role and how the team support customers to get their repair sorted.

Thank you, Rachael, for chatting to us. Please tell us about your role.

I am a Housing Repairs Customer Services Officer. We take a high volume of incoming calls, emails and online forms from tenants, leaseholders and colleagues within the Council on repairs-related enquiries. This could be a tenant ringing in about a new repair or another chasing up works. It's a fast-paced job with a lot of variety and complexity.

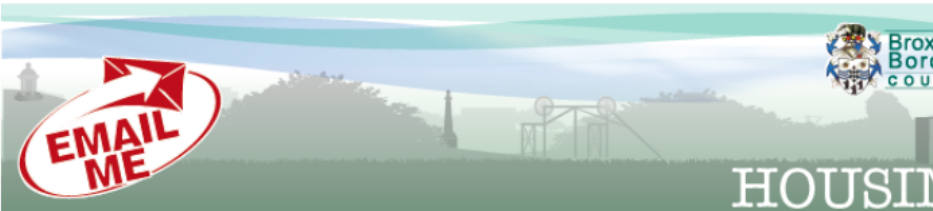


example turning a large leak. From team will receive working day to the issue compl

Rachael's Top

1. Please don't the workload the work will

[View as a webpage](#)



In this newsletter

- [Housing Magazine Summer 2025](#)
- [An Inspector Calls](#)
- [Gas Safety Week](#)
- [Test it Tuesday](#)
- [Where are Housing this September?](#)
- [Garden Competition Winners](#)
- [Fund a Community Project](#)
- [It's a Kind of Magic](#)
- [Local Government Reorganisation Survey](#)

It's on the website!

Upcoming Dates

- DIGITAL DROP-IN FIRE SAFETY
IN GENERAL NEEDS HOUSING
– FRIDAY 12 SEPTEMBER
- GREEN FESTIVAL,
CORONATION PARK –
SATURDAY 20 SEPTEMBER
- HOUSING INFLUENCE PANEL –
WEDNESDAY 8 OCTOBER
- COMPLAINTS PANEL –
WEDNESDAY 29 OCTOBER



CABINET MEETINGS

- Overview and Scrutiny Committee – Thursday 25 September
- Cabinet – Tuesday 30 September

