

Meeting: Housing Influence Panel**Date: 10.09.2025****Time: 10:00am – 12:15pm****Location: Council Chambers, Council Offices, Beeston****Present**

Name	Role
TS	Tenant, Chair of Housing Influence Panel
April Hatcher	Engagement Manager
Kim Dawson	Housing Services and Strategy Manager
Raoul de Sousa	Engagement Coordinator
NBP	Tenant
RS	Tenant
MC	Tenant, Deputy Chair of Housing Influence Panel
JL	Tenant
CB	Tenant
SC	Tenant
ST	Tenant
DC	Tenant
TC	Tenant
CS	Tenant
JC	Tenant
DA	Tenant
AW	Leaseholder
Andy Culshaw	Change Delivery Manager
Ruth Poole	Regulator Engagement Manager, Regulator of Social Housing
Lisa Musson	Senior Regulator Engagement Manager, Regulator of Social Housing

Apologies

Name	Role
MP	Tenant
NJ	Tenant
ET	Tenant
JW	Tenant
DM	Tenant
AE	Tenant

	Housekeeping, Apologies, Introductions and Notes from the last meeting
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	• Everyone was welcomed to the meeting and new members were introduced to the Group. • Chair went through Housekeeping, ground rules, apologies and Introductions. • Thoughts on you discussed in next section • SC says on p3 of August minutes suggests that in block of flats there won't be private landlord, but leaseholders can be a landlord. AH explained that though leaseholders can sublet, the Council would own the freehold and thus be the overall landlord • NBP says page a day diary provides a record of actions needed in a single place. AH says we have one and can print copy and share it with tenants. AH to bring to October Meeting. • Visitors from Regulator of Social Housing introduced themselves
	New Draft Engagement Framework – Kim Dawson, Housing Strategy and Service Manager KD explained purpose of the framework and that were are seeking feedback on how Housing Services can improve how we engage with tenants, leaseholders and shared owners. KD explained how other action plans like tenant satisfaction measures or anti-social behaviour will be incorporated into this single framework. KD outlined 3 workshops organised around ways improve engagement: 'making feedback count', 'breaking down barriers' and 'designing engagement menu' and split into groups. *NBP suggests a suggestion line to send constructive feedback with rules to block abusive language or complaints- Engagement text line. <u>Barriers to engagement:</u> SC important to conceptualise engagement as broader to these panel meetings. • Apathy. • Confidence/language issues. • Perception that engagement is a waste of time. • Access to meetings. Maybe arrange meetings later as pensioners bus pass begins at 9:30am. Or arrange in north of borough. NBP asks how many disabled parking spaces are at front of Foster Avenue vs how many police parking spaces. KD suggests would be difficult to change parking restrictions as we have no jurisdiction since police own that area of car park. • Make private Facebook group anonymous so people don't have to post names. *RdS to investigate. RdS to Update in October Meeting. • Lack of information following feedback. • People need to feel valued. When senior managers talk and listen to tenants after meetings makes you feel valued. • Councillors being unresponsive when contacted. <u>Designing Engagement Menu</u> • More Open days in communal lounges of Independent Living Scheme. • Paper surveys preferred for some tenants. • Activities Coordinator could promote work of engagement more than notices on board. Letterbox drop better, like a postcard.

	- People need to know what options are available for engagement. <u>Making Feedback Count</u> - Most accessible communication methods: Phone call correspondence recorded with reference number. KD do have on Housing Repairs but not all. Text messages, Digital exclusion and AI. - How should the Council communicate 'You Said, We Did': Everything in writing: email, text, paper. Pop Ups, Whiteboard - What makes customers feel their feedback is valued- when feedback is acted upon - NBP says best information method is back of the toilet door. Information for meetings could be put in picture style frame in toilets with basic information. Maybe toilets of Independent Living scheme? KD will put all feedback into the draft, and we will post a copy and people bring comments to the next meeting. After meeting comment – The draft will be bought to either November or December meeting. NBP suggests only have 3 subjects to raise otherwise cannot go into depth.
	Tenant Satisfaction Measures – Action Update KD explained our progress up to September regarding Tenant Satisfaction Measures. Repairs have new telephone system which has reduced waiting times and ensured they have enough resource on specific days. Want to look at doing a tenant stigma campaign to educate on stigma surrounding council tenants. In future, engagement plan to organise neighbourhood inspections, tailored to specific areas and local context informed by our data. Plan to do a survey on grounds maintenance as we receive complaints on level of service to gauge satisfaction and issues that arise to drive improvements of service. MC congratulates grounds maintenance for cutting hedges on Central Avenue, Stapleford making pavements walkable. AW also compliments grounds maintenance at Bramcote for regular cutting grass and clearing up waste produced. After comment meeting – AH sent feedback to grounds maintenance team. NBP asks what legislation grounds maintenance comes under in Housing Act. KD to provide information on this. DC suggests planting evergreens better than flowers.
	Housing and Asset Management Improvement Plan and Workshop – Andy Culshaw, Change Delivery Manager Introduced himself and explained his role.

Reminded panel of their purpose – to hold us to account
 Referenced the top 10 questions that tenants were interested in knowing about the Repairs service. At the previous meeting AC provided answers to questions and highlighted the questions that people were still interested so condensed to 5 key questions:

1. Current state of housing stock
2. Current performance of Repairs customer services
3. Current performance of Repairs
4. How does the Council communicate with tenants
5. What are our current tenant satisfactions scores

Indicated which assistant director is responsible for each question.

AC shared data for new telephony platform.

- ST asked if we get copies of the data. AH said yes will share on the website and can send out. **AH still to action 29.09.25**
- ST gives compliment that new Council telephone system is much better* **RdS to record. Complete.**
- TS highlights that online repair forms gone down, perhaps phone lines improved so more people phoning.
- AC suggests as winter approaches more phone calls will be received.

AC shared data for jobs back log. Slight increase in August for percentage of calls that are new repairs which could suggest fewer calls chasing up repairs.

- NBP asks what arrangements in place to look at preventative maintenance? AC says repairs does tend to be quite reactionary.
- SC shares that for her boiler servicing was done in summer which prevents issues happening in winter.
- SC explains that low battery icon flashing on her boiler, is it worth calling repairs? DA said for her boiler back could be removed and battery replaced. **AH should information be put in Repairs handbook and can speak to James Whiter? After meeting comment – Article to be adding in Housing Magazine, Housing News and Repairs Handbook.**
- NBP suggests fixing prices with suppliers so that costs for boilers aren't raised during winter.

AC shares feedback he received about Repairs policy.

- SC said that if expected to give feedback on a policy they should receive a paper copy and have time allocated in a meeting to discuss it.
- AW do we send surveys out to people who have had problems with Damp and Mould as knew 2 people who had damp & mould and they were happy with the work but not the temporary accommodation. KD said we should send surveys out as standard but if they haven't received let us know and we can send them out.

	AC explained what Total Mobile is and that there are meetings with representatives tomorrow and that from previous meetings ST and DM were interested in being involved in procurement. AC shared recommendations from Housing Quality Network who provided mock scrutiny and handed out service improvement plan that Council have developed. Requests feedback to discuss in the next meeting.
	Where were Engagement this Summer • RdS provided updates on the summer events schedule including the Playdays, and Pop-Up events. • RdS shared reflections on the garden competition and congratulated winners who were in the room.
	<u>Panel and Engagement Admin</u> It's on the website - All the Housing Influence Panel minutes, agenda and documents are now on the website, we will be adding more information overtime. Scrutiny - The Report – share Feedback by Tuesday 30 September - Please share any feedback on the process and ideas on how to improve - Progress Meeting on recommendations for Voids January 2026 - New Scrutiny topic to start before end of 2025 October Agenda Ideas - Housing Influence Panel – Structure, Terms of Reference and Roles - Scrutiny Scope (separate focused meeting) - Fire Safety Letters (potential topic for the Editorial Team) - Andy Culshaw, Regular Slot - Panel and Engagement Admin - Energy Efficiency Funding 2025 actions still to complete - Procurement training - Service Inspectors - Mystery Shopping Phone Calls - Create an Editorial group to look at letters, magazine and language etc... Housing Influence Panel - Private Facebook Group? <u>Communications</u> Facebook group - 79

	Housing News – subscribers 3622 was 3646 Sent Wednesday 3 September • 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 • Pegasus Scheme Dates for your diary • 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 • Housing Influence Panel Interview with the Regulator – Wednesday 15 October • Complaints Panel – Wednesday 29 October
	Next Housing Influence Panel Meeting Wednesday 8 October The Glebe, Linwood Crescent, Eastwood, NG16 3HD 10am – 12pm