

**Meeting: Housing Influence Panel**

**Date: 06.08.2025**

**Time: 10:00am – 1pm**

**Location: Council Chambers, Council Offices, Beeston**

**Present:**

- April Hatcher, Engagement Manager
- Raoul de Sousa, Engagement Coordinator
- Kim Dawson, Housing Services and Strategy Manager
- Tracey - Chair of the Housing Influence Panel, Tenant
- DM, Tenant
- AM, Tenant
- MC, Tenant
- NJ, Tenant
- AE, Tenant
- NBP, Tenant
- RSt, Tenant
- ST, Tenant

**Apologies:**

- MP, Tenant
- AW, Leaseholder
- ET, Tenant
- SC Tenant
- JL, Tenant
- CB, Tenant
- AK, Tenant
- DA, Tenant
- CS, Tenant
- JC, Tenant

<b>1.</b>	<b>Housekeeping, Apologies and Introductions</b> <ul style="list-style-type: none"><li>• Everyone was welcomed to the meeting and new members were introduced to the Group.</li><li>• Chair went through Housekeeping, ground rules, apologies and Introductions.</li></ul>
<b>2.</b>	<b>Tpas Conference - Tenant Shares</b> <p>The tenants shared their feedback on their visit to the Tenants conference hosted by TPAS. They went to key note speeches, workshops and socials to meet other landlord tenants.</p> <ul style="list-style-type: none"><li>• TS encouraged other tenants to attend conference in future years as was very interesting and informative.</li><li>• ST explained the workshops he attended and heard about best practice from other landlords.</li><li>• NBP- asked if action plan has been developed following the conference. ST answered that not by the Council.</li></ul>

- TS shared that Awaab's law will be coming into force in October 2025 and that Councils will have 48 hours to respond following reports of damp and mould and 5 days to act. AH explained that there is a plan for monthly Housing Influence Panel and September's session would hopefully be damp and mould focussed. **After meeting comment: Damp and Mould will be on the October/November Agenda.**
- NBP suggest that when damp and mould reported it should be inspected same day.
- DM asks why government has created a 2-tier system of governing public bodies versus private landlords. KD explained that councils are governed by different legislation such as Housing Act whereas private landlords regulated by different laws.
- NJ asked how information about Awaab's law is being disseminated to wider public. AE said that in recent rent statements it included information on damp and mould which every household receives. KD said information will go out in Winter 2025 Housing magazine.
- AM: Why does the Council wait until damp and mould present before acting rather than acting preventatively in areas that are prone to damp due to their location.

**Action: Housing Team to discuss and share how Awaab's Law information will be communicated with tenants. April Hatcher to discuss in Housing Management Team Meeting on Wednesday 3 September.**

### 3. Damp and Mould Policy Feedback

Andy Culshaw, Change delivery Manager sent a draft 'Damp and Mould policy' outside of the Panel meeting, and asked for feedback. Feedback was required before the next meeting took place, below is feedback shared by the Panel and comments from Andy Culshaw.

	Comment	Response
1.	Discrepancy with 'temporary accommodation' message	<ul style="list-style-type: none"> <li>• Amended Policy to make clearer</li> </ul>
2.	Add flow chart	<ul style="list-style-type: none"> <li>• Flow chart to be added to the procedure document (which will be produced in the near future)</li> </ul>
3.	Don't need inspectors for every job	<ul style="list-style-type: none"> <li>• Will share this information with the new Senior Inspector (will be starting with us soon)</li> </ul>
4.	Add air inlets / airflow within council accommodation	<ul style="list-style-type: none"> <li>• Will share this with the new Senior Inspector</li> </ul>
5.	Add water ingress to appendix	<ul style="list-style-type: none"> <li>• Added to the appendix</li> </ul>

	6.	Development of a fact sheet to go out to all tenants advising them of actions which might exacerbate damp and mould and to refrain from them	<ul style="list-style-type: none"> <li>Will share this with the new Senior Inspector. Should be part of our proactive approach</li> </ul>
	7.	What is the provision / process aligned to leaseholder / tenant in the same block?	<ul style="list-style-type: none"> <li>There are no instances where there are private landlords within a Council block.</li> <li>If someone (through Right – to – Buy) purchases a flat, they become ‘leaseholders’ (rather than private landlord).</li> <li>The Council has the authority to order leaseholders to fix issues (e.g. leak from above) – or fix the issue and recharge the leaseholder.</li> <li>We have a team (Home Ownership) that manages the leaseholder relationship</li> <li>A new section has been added into the Policy (please see bottom of page)</li> </ul>
	8.	What is the role of the private sector team in this?	<ul style="list-style-type: none"> <li>If there is a Private Sector issue, this will be passed over to the relevant team within Environmental Health (Private Sector Housing team).</li> <li>This is not part of Housing (Housing Revenue Account)</li> </ul>
	9	Make sure decant properties have the appropriate level of facilities	<ul style="list-style-type: none"> <li>Will share this with the Housing team</li> </ul>
	10	Caretakers to attend schemes regularly – check blocked guttering / drains / tree roots	<ul style="list-style-type: none"> <li>Will share this with the new Senior Inspector. Should be part of our proactive approach</li> </ul>
	11.	Policy needs to be implemented in conjunction with other relevant policies (e.g. repairs / maintenance)	<ul style="list-style-type: none"> <li>Will share this with the new Senior Inspector and Repairs &amp; Compliance Manager.</li> <li>We are currently reviewing our Repairs Policy, which should align with the Damp and Mould one</li> </ul>

12.	Who is ultimately responsible for Damp and Mould?	<ul style="list-style-type: none"> <li>• The Repairs and Compliance Manager</li> <li>• We are soon to recruit to a Senior Inspector who will focus on Damp and Mould</li> </ul>
13.	Mould is unlikely to form overnight...tenants should report asap – and council act in haste	<ul style="list-style-type: none"> <li>• Will share this with the new Senior Inspector. Should be part of our proactive approach</li> <li>• Will look at producing more communications to be shared via social media and magazine.</li> </ul>
14.	Reports to staff treated as serious until found otherwise	<ul style="list-style-type: none"> <li>• Government guidance gives two options... <ul style="list-style-type: none"> <li>○ Emergency</li> <li>○ Significant</li> </ul> </li> <li>• The policy reflects this approach</li> </ul>
15.	What are the test arrangements to check spores?	<ul style="list-style-type: none"> <li>• Will share this with the new Senior Inspector</li> </ul>
16.	Where is the risk assessment for Mould / Spores?	<ul style="list-style-type: none"> <li>• Will share this with the new Senior Inspector</li> </ul>
17.	Have we covered environmental / Health and safety legislation?	<p>Will share this with the new Senior Inspector. Policy aligned with the following...</p> <ul style="list-style-type: none"> <li>• Landlord and Tenant Act 1985</li> <li>• Housing Health and Safety Rating System within the Housing Act 2004</li> <li>• Decent Homes Guidance, particularly Section 5</li> <li>• The Social Housing (Regulation) Act 2023 (Awaab's Law)</li> <li>• The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025</li> </ul>
<p>1.1. Damp and Mould Caused by a Neighbouring Leaseholder</p> <p>If D&amp;M in a Council property is caused by a neighbouring leaseholder (e.g., leaks, structural defects, or poor maintenance), the Council will:</p>		

- Investigate immediately and confirm the source of the problem.
- Require the leaseholder to take remedial action under the terms of their lease.
- Take enforcement action if necessary to protect the tenant and ensure compliance.

The Council will keep the affected tenant updated and take all reasonable steps to meet its duties under Awaab's Law, even where resolution depends on leaseholder action.

The Council will take legal action if necessary to obtain access to the property to confirm the source of the problem and ensure that the necessary works are undertaken.

In cases of financial hardship, the Council will undertake the work and agree a payment plan with the leaseholder, to resolve the matter as quickly as possible

### **Comments from Housing Influence Panel in the Meeting**

- NBP raised in September 2024 why Broxtowe don't have an Occupational Therapist employed so don't have to rely on Nottingham County Council. AH said will ask asset management. **After meeting comment: April Hatcher has contacted Stephen Miller, for comment. Reply: 'Occupational therapists in local government primarily work in only 7% in councils. These departments are Adult social care, Housing adaptations, Public health and prevention and Supporting independence and reducing hospital admissions.**
- NJ asked what the signs of damp and mould are, because Broxtowe have tested walls with moisture *metre* because when decorated walls are dusty. DM suggested could be chemical reaction rather than damp. NBP suggested try PVA in the walls. AE suggested might be old plaster behind it. TS suggested ringing Repairs to inspect property. KD explained we are more proactive with investigated areas susceptible to damp and mould and once we have more data, we can hopefully be more preventative rather than reactive.
- AE asked what is occurring around education for damp? KD we have a plan for communications in Housing magazine and Housing news bulletin. AE knows residents of Princes Street don't run extractor fans for worry of cost. AH shared information about comparative prices of extractor fans versus other household goods. **You can find the image here - [Repairs Information](#)**
- NBP- Has the Delta T (temperature difference between the water circulating in a radiator and the surrounding room air) been considered by Environment Team-

	<ul style="list-style-type: none"> <li>- NJ knows contact of lawyer who represented family of Awaab Ishok so could ask questions regarding the law.</li> </ul> <p><b><u>Action</u></b></p> <p><b>Communication around stages of damp and mould. If find early can prevent.</b></p> <ul style="list-style-type: none"> <li>- <b>Feedback from Engagement Team: This has been added to our Communications Plan and will feature again in the Winter Magazine.</b></li> </ul> <p><b>Inspection of dehumidifiers in properties such as extractor fans to see if clean and working effectively.</b></p> <ul style="list-style-type: none"> <li>- <b>April Hatcher, Engagement Manager has contacted James Whiter, Housing and Compliance Manager to investigate on 22/08/25.</b></li> <li>- <b>Reply from James Whiter.</b></li> </ul> <p><b>'Hi April</b>  <b>We don't actively go out and check fans – obviously they are checked at void stage. Day to day wise, it would be down to the tenant to report they aren't working and then we would send someone out</b>  <b>Thanks, James'</b></p>
4.	<p><b>Regulator of Social Housing</b></p> <p>Shared with the Panel that Housing have received 'The Call' for the department to be inspected. They will be completing site visits on 15 and 16 October.</p> <p><b>After meeting comment:</b></p> <ul style="list-style-type: none"> <li>• <b>It has been agreed that the Regulator Team will observe the Housing Influence Panel on the Wednesday 10 September and will have a 30-minute discussion with the Chair of the panel.</b></li> <li>• <b>The Regulator would like to talk to the tenants of the Panel and would like to book in a meeting on Wednesday 15 October afternoon for 1.5 hours.</b></li> </ul> <ul style="list-style-type: none"> <li>• NJ the regulator has a lot of powers and visible but when she tried to contact them did not get a response.</li> <li>• TS shared at the mock inspection with Housing Quality Network, that adaptations for disabled people at Broxtowe is poor and The Regulator will want honesty.</li> <li>• NBP is the Regulator of Social Housing independent? KD explained they are independent of any local authorities, set up by the government but independent of the government. NBP still concerned not fully independent. KD explained they will look at how decisions are made, the consumer standards (safety, stock condition, our data, transparency, influence and accountability, neighbourhoods/tenancy</li> <li>• Grading system is C1 (meeting what we should be) C2, C3 or C4 (major failings).</li> <li>• NJ says Broxtowe are broadly a good Council, they are accessible, and Homeless pathway is very swift and compared to other local authorities she</li> </ul>

	<p>has experience of. ST and NBP agree although there are room for improvement. <b>*Register compliment*</b></p> <p><b><u>Tenant Action</u></b></p> <ul style="list-style-type: none"> <li>KD asks how can Housing improve how we engage with you? Think about it and let us know for next meeting.</li> </ul>
5.	<p><b>Efficiency East Midlands Funding</b></p> <p>Have £5000 funding that Housing Influence Panel can use to help improve engagement.</p> <ul style="list-style-type: none"> <li>AH suggested possible ideas could be but be limited to workshops when tenants offered a property, technology, education.</li> <li>AE-suggests something in Eastwood because Beeston not accessible. TS says Housing Repairs now go over to Citizens Advice once a week. AH at Cedars at 47 Nottingham Road, there is a plan Housing to have a presence once a week including Housing Officers, Lettings and the Engagement.</li> <li>NBP- individual employed to make legislation more accessible</li> <li>NJ agrees that north of borough like Brinsley very isolated. Need to be creative with funding given amount of money. Broxtowe needs better digital accessibility. Suggests using food for community meal.</li> <li>AM suggests people don't interact with each other as much anymore and lost a sense of community spirit.</li> <li>DM suggests lack of youth clubs. DM suggests if not confident with digital communication more excluded from communications.</li> <li>ST suggest Homechoice not user-friendly system. TS says app for Homechoice goes down. NJ suggests Homechoice not easy to find. More about search engine optimisation of keywords.</li> <li>NBP says Council website not Talkback or VoiceView friendly. Links are not visible on talkback, so you can't follow links. These are accessibility tools for vision impaired to hear text read to them. Also, can't open attachments.</li> </ul> <p><b><u>Action</u></b></p> <p><b>As a panel complete some research on community engagement and feedback decision for the money at the October meeting.</b></p> <p><b>Ask for Corporate Comms to have Homechoice on front page. ST thinks Housing Repairs should also be. Not just about frequency of clicks but importance.</b></p> <ul style="list-style-type: none"> <li>April Hatcher, Engagement Manager has requested this change to Faye Ellis, Principle Communications Officer. Awaiting a reply.</li> </ul>

	<p><b>Ask Corporate Comms to make website friendly for talkback so it can follow links. Separate meeting with NBP and corporate comms.</b></p> <ul style="list-style-type: none"> <li>- Bradley Amies, Performance Manager has contracted an Accessibility Audit for the Homechoice website.</li> <li>- Faye Ellis, Principle Communications Officer has shared that this query has been sent to the web developer.</li> </ul>
6.	<p><b><u>Mystery Shopping Activity</u></b></p> <p><b>April Hatcher explains what mystery shopping is and would the panel to complete some mystery shopping phone calls. This session was to begin to understand how It works and share feedback.</b></p> <p><u>Workshop</u></p> <ul style="list-style-type: none"> <li>• Split into two groups</li> <li>• Develop scenarios with script</li> <li>• Construct questions to use answer after the phone call to scrutinise knowledge, understanding and customer service.</li> </ul> <p><u>Example</u></p> <p>TS shares that neighbour called for over an hour and didn't get through to Repairs even with recruiting team fully to 6 call handlers.</p> <p><b>Group 1 team name 'Chief Aggravators'</b></p> <p><u>Leak</u></p> <p>I have a leak in property, I am vulnerable, and water is pouring out and this is urgent.  When can you attend?  Can I claim on Council's insurance for damage?  What is policy for vulnerable people experiencing leaks?</p> <p>Group 1 first scenario focused more on the questions of the call. Rather than the scrutinise knowledge and customer service of the call handler. Explained again and TS and TS completed a role play to help share task goal.</p> <p><u>Right to Buy</u></p> <p>Is it beneficial to do right to buy since rules changed?  What is my discount?  Can I have more than one right to buy as family due to breakdown?  How long do I have to be a tenant right to buy?  Video online that explains rules and regulations so other formats for information for special educational needs.</p> <p><b>Group 2 team name 'Yellow Submarine'</b></p> <p><u>Homelessness</u></p> <p>I have been served section 21, what do I do?</p>



	<ul style="list-style-type: none"> <li>• Call handler should advise them to make homelessness application and make appointment within that week. Expect them to be told who they will be seeing. Get some personal details and bring all documents to appointment. Be calm, signpost to relevant services.</li> </ul> <p><u>Universal Credit</u>  Migrating to Universal Credit and need some advice?  Any information about benefits?  Other service to support tenants with finances?  Any face to face drop-ins or home visits?</p> <p><u>Actions</u>  <b>Ask Housing Options how long does Council have to respond once notified that person has been served section 21?</b></p> <p>'Reply to question above from Jo Lord, Housing Options Manager  This is quite a vague question and depends in what context the question is being asked; however, I'll try to answer as accurately as possible.</p> <ul style="list-style-type: none"> <li>• If it is a Duty to Refer (which must be from a professional body) then we have up to 10 working days to respond.</li> <li>• If an enquiry comes via our Team mailbox, we have up to 5 working days to respond</li> <li>• If somebody presents in the office or calls via the duty line advice is given at that time. However, that advice may be that we need a copy of the notice will all prescribed documents and a copy of the Tenancy Agreement.'</li> </ul> <p><u>Idea for Mystery Shopping calls</u>  <b>Knowledge within Homeownership team about other methods of right to buy information like video</b></p> <p><b>To develop a suite of mystery shopping questions to scrutinise after phone calls. AH to look at Performance report in Housing Management Team and suggest three areas that could use some testing. Panel will agree or suggest others.</b></p>
7.	<p><b>Decent Homes Standard</b></p> <p>KD reminded the panel of the standard and that there is currently a government consultation happening and what feedback is being sought.</p> <ul style="list-style-type: none"> <li>• Major persistent issues are damp and mould, window restrictors and thermal comfort.</li> <li>• Consultation closes 10<sup>th</sup> September. Want to know scope and cover of standard, updated criteria.</li> <li>• New standards unlikely to come into place until 2037.</li> <li>• As of last financial year, we had 0.3% properties not meeting decent homes standard, which is about 100 properties. Usually from access issues such as</li> </ul>

not wanting upheaval of new kitchens. DM asks why Council as owners of buildings can't modernise kitchens against tenants will. KD explains the guidance for Capital Works is to get consent for modernising works

- New decent homes standard will include minimum energy standard.
- If interested let us know and we can send out link/survey.
- AM - Council don't communicate enough with tenants.













After meeting comment: Engagement Team have shared with the panel if they would like to attend the Summer Policy Roadshow with TPAS – asking for thoughts on The Decent Homes Standard and Improving Energy Efficiency in Social Housing. Housing will provide transport for tenants who are interested in attended. Thursday 4 September in West Bromwich.

## 8. Performance Information and Tenant Satisfaction Measures Update

Performance information shared, unfortunately due to running over, there wasn't time for comment but have asked the panel if they have any questions/comments please share with Engagement outside of the meeting.

Tenant Satisfaction Measures was also shared and has been put back on the agenda for September for discussion.

### Housing Performance Indicators – Q1 2025/26

Status	Name	Q1 2025/26 Result	2025/26 Target	2024/25 Result
	Overall satisfaction with the service provided by Broxtowe Borough Council Housing Department	Collected Annually	89%	71%
	Gas Safety	99.87%	100%	99.76%
	Homelessness cases successfully intervened or prevented rather than relieved/a main duty being accepted	69.70%	70%	78.4%
	Rent Collection: Rent collected as a proportion of the rent owed	86.45% - increases throughout the year.	99.00%	99.46%
	Electrical compliancy	96.2%	100%	95.5%
	Legionella compliancy	100%	100%	100%
	Reactive Repairs appointments made and kept	98.70%	98.0%	98.6%
	Total number nights bed and breakfast accommodation is used.	170 days	1,400 (350 Quarter)	New for 2025/26
	Void Rent Loss	£98,875	£350,000 Annual £96,000 Quarterly	£244,518
	Average relet time – General Needs	45 days	20 days	51 days
	Average relet time – Independent Living	45 days	40 days	72 days
	Void Garages as a Percentage of Lettable Garages	5.6%	10%	9.3%

### Housing Performance Indicators 2024/2025



Status	Name	2024/25 Result	2024/25 Target	
	Overall satisfaction with the service provided by Broxtowe Borough Council Housing Department	71%	89%	
	Gas Safety	99.76%	100%	
	Homelessness cases successfully intervened or prevented rather than relieved/a main duty being accepted	78.4%	70%	
	Rent Collection: Rent collected as a proportion of the rent owed	99.46%	99.00%	
	Electrical compliancy	95.5%	100%	
	Reactive Repairs appointments made and kept	98.6%	98.0%	
	Numbers of homeless households housed outside of the Borough in temporary accommodation	51	0	
	Void Rent Loss	£244,518	£350,000	
	Average relet time – General Needs	51 days	20 days	
	Average relet time – Independent Living	72 days	40 days	
	Void Garages as a Percentage of Lettable Garages	9.3%	10%	

#### 9. Panel Admin

##### Meeting frequency

- Agreed to trial monthly meetings for the rest of the calendar year.

##### Misinformation of Lettings

Unfortunately, there has been some misinformation about how people are given a council home. The Council has shared a video on how the Allocations process works.

- NJ - asks for clearing up of inaccurate discourse around asylum seekers and homelessness pathway. No illegal migrants as they would be in detention centre.

- TS if somebody seeking asylum will be housed by Circo, once have a status they will leave accommodation and come through homelessness pathway.

### **TPAS Connect**

- Would anyone like to join the TPAS connect online forum for Tenants?
- **Action: RdS to chase tenant with phone call. This has been completed and tenants interested will be added.**

### **Procurement**

Darren Ibell, Assistant Directors of Asset Management is interested in getting tenants involved in Procurement process.

- ST, NJ, TS AM, RS interested
- April Hatcher to contact TPAS to provide training as this is a new venture for the Panel. **After meeting comment: April Hatcher has contacted TPAS for training program on procurement.**

### **Service Inspector**

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

### **Communications**

#### **Facebook group - 79**

- **Housing News – subscribers 3646 was 3632**

Sent Sunday 3 August

- o Keep Communal Areas Clear
- o Complaints Panel Updates
- o Free Utility Savings Drop In Clinic
- o Garden Competition Winners
- o Energy Workshops in Independent Living
- o Stop Social Housing Stigma
- o Domestic CCTV and Doorbell Cameras
- o Fund a Community Project
- o Where are Housing this August?

### **Garden Competition**

- Competition has been judged and winners contacted

### **Dates for your diary**

- Eastwood Playday – Thursday 7 August from 12pm-4pm at Coronation Park
- First Digital Drop in from 12pm – 1pm on Friday 8 August. Online on Teams

8.	<p style="text-align: center;"><b>Next Housing Influence Panel Meeting</b>  Wednesday 10 September  Council Offices, Beeston  9:45am – 12pm</p>
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