



**Tenants Panel – Monthly Meeting**

**Tuesday 24<sup>th</sup> September 2024**

**Location – Town Hall, Darlington**

**Minutes**

**Present:** Matthew Hufford (Tenant Involvement Officer), Sara Lunn (Tenant Involvement Officer) Ricki Hotton (Housing Team Leader)

**Tenants Panel Members;** Hugh Mortimer (Park Place), Denise Parkin (Haughton), Ivan Sparks (Red Hall) , Karen Wright (Lingfield), Carol Bradbrook Taylor (Park Side), Don Aitchison (Branksome Hall Drive)

**Apologies:** Simon Woolridge (Albert Hill), Stephen Cain (Middleton St George), Glynis Johnson (Skerne Park), Christine Fishwick (North Riverside), Dawn King (Bank Top)

		ACTION
1.	<b>Introductions</b> – Introduction were made from Matthew, Sara and Ricki. SL and RH attended the TP for the first time. The new engagement team went through their roles. All attending Tenants Panel members also briefly introduced themselves. Don and Carol were attending the meeting for the first time.	
2.	<p><b>Tenant Involvement Team</b> – After the Introduction the Tenant Involvement Team went through the aims and objectives for the next 12 months and how this would affect the Tenants Panel moving forward. This will include</p> <ul style="list-style-type: none"> <li>- The team being on location more</li> <li>- Being more visible at events such as coffee mornings and engagement events</li> <li>- Ensuring that all regulatory rules are met</li> <li>- Being available to give support</li> <li>- Promoting the tenants panel and encouraging a variety of tenants to become involved</li> </ul>	MH and SL will liaise with the TP over the next 12 months and will work on the aims laid out to the TP

	<p>It was also discussed how this would affect the tenants panel. It was agreed that 10 panel meeting will take place per year with both MH and SL attending.</p> <p>SL also spoke about her previous experience with engagement events and is looking forward proactively working with all areas of Darlington.</p> <p>MH also went through the expectations of the panel which include</p> <ul style="list-style-type: none"> <li>- Continuation of Roles</li> <li>- Reviewing Documents</li> <li>- Spreading the Word</li> <li>- Making Decisions / Scrutiny</li> <li>- Adding to Housing Connect</li> <li>- Promoting Young Families</li> </ul>	
3.	<p><b>Housing Officers</b> – RH went through changes in the Housing Team. Housing Officers have recently expanded from 6 to 10 officers which will mean that HO’s are also more present in their patches. They will also be covering less houses with an average of between 400-500.</p> <p>HO’s will be asked to attend future Tenants Panel meetings.</p>	MH and SL to invite HO’s to meetings within the next 6 months.
4.	<p><b>Mystery Shopping</b> – MH invited DP, IS and KW to discuss their experiences with mystery shopping. The TP were invited to three schemes (Dalkeith House, Oban Court and Rosemary Court) to sample their meals and comment on the experience throughout which included booking, meal, value for money and location. In general the comments were positive and had been passed onto Lifeline manager Julie Paton.</p>	MH and SL will invite the TP to future Mystery Shopping opportunities.
5.	<p><b>Housing Connect</b> – MH explained that he was expecting to have a draft copy of Housing Connect to show the TP. Design and Print who create the magazine are incredibly busy, but hopefully the draft will be with the team soon. MH went through what is in the next edition. Ivan suggested leaving Housing Connect in communal areas at schemes. MH advised that different versions of HC are available which include online copy, audio and the option of printing in a different language if needed.</p>	MH to show Housing Connect to TP when draft is ready
6.	<p><b>Any Other Business</b> – Tenants came to the panel with numerous queries which included Workmanship,</p>	RH to update

	Repairs, Trees and Doors. These were picked up by RH and will be investigated as soon as possible	
<b>7.</b>	<b>Future Meetings</b> – The next meeting will take place on the 22 <sup>nd</sup> October and MH and SL will invite all tenants panel members in due course	N/A

**Next Meeting will be 22nd September at the Town Hall**