



Tenants Panel – Monthly Meeting

Thursday 23rd January 2025

Location – Dolphin Centre, Darlington

Minutes

Present: Matthew Hufford (Tenant Involvement Officer), Sara Lunn (Tenant Involvement Officer) Ricki Hotton (Housing Team Leader), Claire Gardner-Queen (Head of Housing),

Tenants Panel Members; Ivan Sparks (Red Hall), Karen Wright (Lingfield), Carol Bradbrook Taylor (Park Side), Don Aitchison (Branksome Hall Drive) Suzanne Carter (Bank Top), Simon Woolridge (Albert Hill), Christine Fishwick (North Riverside), Hugh Mortimer (Park Place), Denise Parkin (Haughton), Tanya Caenazzo (Hopelands), Mark Hornsby (Piercebridge), Frank Hunter (Roxby Court), Lindsay Sinclair (Havelock)

Apologies: Dawn King (Bank Top),

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	<p>Introductions and apologise made All members to sign for new year Feedback was asked about how we send the information over, with choices including email or calling. TP to confirm preferred method which will ensure that the TI team get as much feedback as possible</p> <p>SL asked all to sign the terms reference for 2025 which have been slightly updated to coincide with changes to the Tenants Panel and includes section on Online Tenants Panel</p>	
1.	<p>Presentation – By Claire Gardner-Queen Claire Spoke to Tenants – around Medium-Term Financial Planning Went through a presentation and shared the monetary value and where it will be spent. Programs of work – is being looked at Will send presentation out to panel.</p>	

<p>2.</p>	<p>Presentation by Claire Gardener – Queen Claire Gardner - Queen to speak to Tenants - How to increase access to properties and reduce missed appointments.</p> <p>Trial booking gas service - pre book an apt and if it works for the tenant if not, they can rebook a more suitable time.</p> <p>Ideas from the panel included a text message reminder, calls from a Scheme Manager if the tenant is in sheltered living and a letter sent from the Housing Team if the appointment is not an emergency.</p> <p>Thanks were given to the Gas Operatives who have completed the work.</p>	
<p>3.</p>	<p>Review Letters – Ricki Hotton Ricki to review the letters that are issued to residents advising that items need to be removed, regarding the word ‘perpetrator’ – Tenants Feedback.</p> <p>‘Person responsible, Owner of the items’ Some of the Panel did not understand the word perpetrator so clarification was given. Another option why we use the word perpetrator and have sentence as to why we use it showing the importance of the subject Fire Resistant Notice boards are due to go up in all communal areas where letters could be shown.</p>	
<p>4.</p>	<p>Floor Coverings Discussion around the possibility of leaving floor coverings left by previous tenants on new allocations.</p> <p>General consensus of the Tenants Panel was that it is the best idea as it gives tenants an option and a short-term fix so they don’t have to buy carpets straight away.</p>	
<p>5.</p>	<p>TSM Results TSM results have been sent over by BMG who collected them on behalf of DBC. In general, the results are good and the TP were informed of what they were. When more in depth data is sent out TP will be updated, and a special edition of the Housing Connect will be produced to confirm this.</p>	

<p>6.</p>	<p>Mystery Shopping The panel were informed that the Tenant Involvement Team will be doing 3 Mystery Shopping exercises this year. These will include customer service (email) in March, an engagement event in the summer and a second look at extra care meals in the autumn.</p> <p>Litter pick</p>	
<p>7.</p>	<p>Training Tenants panels were asked if anyone would be able to attend the Making scrutiny work: Workshop for involved residents and resident involvement staff – HQN a number of tenants have signed up for the course.</p>	<p>Tenants panel to inform MH and SL if there is anyone who would like to attend.</p>
<p>8.</p>	<p>Formats on Website Weekly food network information – show both areas on website – which one reads better Tenants Panel believed the weekly food network information should be shared in as many places as possible. This is because it is vital information and shouldn't be in just one place. This will be reviewed in the coming weeks.</p>	
<p>9.</p>	<p>Tenants Involvement Strategy MH shared the Tenant Involvement Strategy with the Tenants Panel. The Involvement Strategy goes through how the team is going to expand and improve between the years of 2024-2028. Updates will be done every year, and the panel will be informed of any changes. The Involvement Strategy has also gone to every member of the Housing Team.</p>	<p>The Panel will be informed of any updates.</p>
<p>10</p>	<p>Any Other Business Porch Color – Tenants Panel members chose between two colours for new porches to be built by DBC. The two options were grey and white. The TP voted for grey. These results will be shared</p>	
<p>11.</p>	<p>Future Meetings – The next meeting will take place on the 27th of February and MH and SL will invite all tenants panel members in due course</p>	<p>N/A</p>