



**DARLINGTON**  
Borough Council

**OPERATIONS GROUP**  
Housing & Revenues Division  
Town Hall, Darlington DL1 5QT

## **Tenants Panel – Monthly Meeting**

**Thursday 27<sup>th</sup> March**

**Location – Wesley Court Community Centre, Darlington**

### **Minutes**

**Present:** Matthew Hufford (Tenant Involvement Officer), Sara Lunn (Tenant Involvement Officer)  
Rachele Robertson (Housing Officer)

**Tenants Panel Members** Karen Wright (Lingfield), Carol Bradbrook Taylor (Park Side), Don Aitchison (Branksome Hall Drive), Christine Fishwick (North Riverside), Dawn King (Bank Top), Frank Hunter (Roxby Court), Tanya Caenazzo (Heighington) Suzanne Carter (Bank Top), Hugh Mortimer (Park Place), Frank Hunter (Roxby Court), Lindsay Sinclair (Havelock) Carl Bennett (Branksome Hall Drive)

**Apologies:** Denise Parkin (Haughton), Ivan Sparks (Red Hall), Mark Hornsby (Piercebridge), Simon Woolridge (Albert Hill)

		ACTION
1.	<b>Introductions</b> – Matthew introduced everyone to the meeting including Housing Officer Rachele Welcome to Wesley Court- we are taking it on the road,	
2.	<b>Estate Inspections</b> Tenant Involvement Team shared the Estate Inspections for Darlington and discussed being a community champion, 7 panel members have agreed to be community champions.	
3.	<b>LA &amp; Almo Information via TPAS</b> The tenant involvement team shared a link to a recording of what to expect when the regulator inspects the Housing Services – SL shared the highlights, and discussion took place as to where we can implement improvement on our feedback. The panel discussed various events where we can attend and share what the Housing Services offer. Events such as: Library events Darlington by the Sea	

	<p>Reach out to the families</p> <p>Involve families - get the children involved</p>	
4.	<p><b>Hopetown Event</b></p> <p>The tenant involvement team will be at Hopetown on 25<sup>th</sup> April 10am-2pm. The team will be sharing mutual exchange information, the team invited the panel members to pop along.</p> <p>The Panel were invited to attend.</p>	
5.	<p><b>Mystery Shopping - review of Website</b></p> <p>The panel discussed the feedback from the website review, which was undertaken by a number of members, the overall feedback was that it was informative, and you could easily navigate the pages.</p> <p>The tenant involvement team shared that Tenants Panel information will go online for each individual.</p>	
6.	<p><b>Bring a friend – online panel</b></p> <p>Members were asked to provide a name of a neighbour / friend that they feel would make a great addition to the panel.</p>	
7.	<p><b>Housing Management Officer - Rachele Robertson</b></p> <p>Rachele was on hand to provide information regarding her role and the most asked questions she receives. Various questions were asked, and it was great for the panel to get background information on their questions, the panel were able to gain a greater understanding of the below information:</p> <p>Permission to your property</p> <p>Advertise properties on Home Search</p> <p>Empty Flats / Houses – Repairs Before Letting – safety checks to be completed</p> <p>Advertisement of properties</p> <p>Affordability Checks are completed for new builds</p> <p>1 single Tenant can bid on a 2-bedroom property</p> <p>ASB – we need to build a case with the tenancy enforcement – always report issues so we can build the case.</p> <p>We are constantly updating properties through the REGEN program.</p> <p>Repairs – issues, call up and report this.</p>	
8.	<p><b>AOB</b></p> <p>The panel were asked if they liked the idea of taking the panel on the road and it was agreed to conduct the meeting in May out in the community.</p>	
9.	<p><b>Next Meeting</b> – The next meeting will take place on the 24<sup>th</sup> of April 2025 at 2pm</p>	

