

Tenants Panel Subgroups –
Housing Anti-Social Behaviour, Neighbourhoods and Rents

19th May 2026 2pm – 4pm

Whitelaw Room, Town Hall, Station Road, Clacton on Sea

In Attendance	
Panel Members	
Carol McDougall, Chris Gill & Helen Dodridge	
TDC Staff	
Matthew Wicks (Senior Housing Manager (Projects and Strategy)), Jane Dunne (Senior Rent Management Officer), Loraine Pruden (Tenant Involvement Officer) & Poppi Hulstrom (Tenant Involvement Officer)	

1. Welcome and Introductions

Matt welcomed everyone and introduced Poppi.

2. Apologies for Absence

Apologies received from Kim Mayhead

3. Communal Cleaning

Matt told members that c.70 blocks have weekly cleaning. Sheltered Schemes have 2 hours a day, 5 days a week.

a) Share the consultation on communal cleaning contract award (Appendix 1)

Matt explained that Green Clean are the cleaning company we use and the last contract was a 3-year contract from 1st Jan 2024, we do not have the option to extend and that we will have to go out to consultation with a revised spec.

Matt asked Chris to take lead, and he will liaise with Chris to get some feedback once the other members have given their feedback.

b) Breakdown of the communal cleaner's week and spec for cleaning

Matt highlighted and explained a few of the pages and what they mean. Matt has asked members to read through the document and make recommendations which Chris will feedback to Matt and that we would be looking to mirror a lot of the evaluation criteria when we send it out to tender again. Matt would like members to be involved in the appointment of the next contract.

Matt explained that we have not yet had the general stock cleaning survey results back yet but they would be back soon.

Chris questioned how the cleaners could manage with one member of staff cleaning all 70 blocks and whilst this was appreciated it was explained that all previous contracts had managed in this way but this could be a line of questioning when awarding the next contract.

Matt is discussing internally at TDC if other departments can merge the contract – making sure that the housing costs are separate. We need to start looking at it now. Carol asked if we just assume that the costs would go up? Matt responded yes probably, it has gone up every time so far. Contractors will price for the whole term (3 years).

It was agreed that Loraine is to share members and Matts email address with the other members so that they can converse and give Chris the feedback for Matt. Loraine to also make an appointment for Matt and Chris first week in June to hear feedback from Carol and Helen. **Action: Loraine**

c) Sheltered Housing Communal Cleaning Survey report and action plan
(Appendix 2 & 3)

The Communal Cleaning Survey was sent to all sheltered housing residents and all responses collated in a report. Matt went through the report and highlighted some areas. Mead House feedback was the least positive, with problems with links to ASB, and not having a regular cleaner. Members reviewed the report and Action Plan.

Helen suggested doing spot checks which Matt said was already being down both by TDC and Everbright (who are the Sheltered Scheme cleaners). The Action Plan will be published on the website. Members agreed it was correct and could be published with a little bit of rewording regarding Spot Checks.

4. Questions and Suggestions for Neighbourhood Management Policy &
5. Questions and Suggestions for Housing ASB Policy

Both these agenda items have been merged for this meeting. Matt asked if there as there any feedback from the points given at the last meeting?

Helen asked what is the policy on mobility scooters in communal areas? Matt responded that it depends on where you live, sheltered schemes have pods but there is a waiting list. If it's a shared garden, then residents would have to store them outside. We could put in an external point if needed on medical grounds.

Carol asked what is the policy was regarding felling trees? Especially in relation to light. Matt read the relevant section of the policy and the panel agreed that was reasonable.

Matt has requested that any more comments please be emailed to Loraine by 1st June on any of the above

6. Vandalism, damage to property & Hoarding (Concern for Welfare)

Matt asked that this agenda items be moved to the next meeting for Heidi to bring to the subgroup. Members agreed.

Action: Loraine

7. Suggestions for positive contributions towards the area

Matt asked that this agenda item be moved to the next meeting and to invite Sam Carran to talk about Community Event. Members agreed

Action Loraine

8. End of year housing rents (Appendix 4)

Jane spoke about the end of year housing rents. She explained that it takes 9 months for the process of updating rents. The rents were increased by Consumer Index +1% in September. At Christmas they start building for the year. Every property has 2 rents assigned to it, one that you pay and target rent. When we reallocate the property, a new tenant will have the target rent.

Our software provider loads the data, we test, then it goes live and we test it again. Letters can then go out last week of February. In March the Housing Benefit file gets shared and then we manually change Direct Debits.

Jane explained that realistically all rents went up c.£5. The rents we charge are still well under private sector costs.

Jane showed that the rent increased more than minimum wage and earned income. The increase matched state pension increases and was a lot lower than Universal Credit increase.

In June the team send data to NROSH (National Register for Social Housing).

From 2027 the proposal is that we use convergence to get all rents to target rent. It is estimated that by year 3 we will see a marked increase in how many rents will be up to target.

Chris asked if the rent increases put pressure on other departments to meet certain standards? Jane responded that it is not easy to quantify exactly but that the housing rent income funds the HRA service, notably the housing repairs service and with Decent

Homes 2 pending and high housing maintenance costs that yes, increasing rents is a vital measure to sustain services.

9. Any other Business and topics to discuss next time

Loraine updated the members regarding Voids. The voids team install LVT type flooring in hallways, bathrooms and kitchens before being relet, the rest of the rooms are the tenants responsibility and now leave carpets down and clean them if they are in good condition.

Topics to discuss at the next meeting:

Feedback on rent setting and collection policy – Loraine to circulate from Matt

Housing Pet Policy – Heidi

Meeting	Action	Lead	Status	Notes
April 26	Heidi will liaise with the waste team to establish how resident groups can be set up and to identify any existing groups.	Heidi	Ongoing	
April 26	The use of “Council Aware” signage for waste issues, similar to “Police Aware” signage.	Heidi	Ongoing	
April 26	Draft of the Housing Anti-Social Behaviour Policy brought to the group once finalised and written.	Heidi	Ongoing	
April 26	Add questions & Suggestions for Neighbourhood Management Policy to next meeting agenda.	Loraine	Ongoing	Comments to Loraine by 1 st June
April 26	Add questions & Suggestions for Housing ASB Policy to next meeting agenda.	Loraine	Ongoing	Comments to Loraine by 1 st June
April 26	Add vandalism, damage to property & Hoarding (Concern for Welfare) to next meeting agenda.	Loraine	Ongoing	Moved to 30 th June meeting
April 26	Add suggestions for positive contributions towards the area to next meeting agenda.	Loraine	Ongoing	Moved to 30 th June meeting
May 26	Add Feedback on rent setting and collection policy to next meeting agenda	Loraine		
May 26	Add Housing Pet Policy to next agenda	Loraine		Heidi to speak
May 26	Organise meeting with Matt and Chris	Loraine		

10. Date of next meeting

Date of next meeting 30th June 2026