

**TENANTS PANEL
6 FEBRUARY 2024
COMMITTEE ROOM, TOWN HALL**

Attended by: Mary Humm, Muna Smith, Carol McDougall, Patrick Gafney, John Coles, Sheila Jones, Malcol Carpenter and Christian James.

Also in attendance: Councillor Baker (Portfolio Holder) Damian Williams (TDC), Tim Clarke (TDC), Andy White (TDC) Emma Norton (TDC), Matthew Wicks (TDC) and Steve Pearce (TDC).

1. Welcome and introductions

Emma Norton welcomed everyone to the meeting and thanked Panel members and TDC representatives for attending the meeting.

2. Agreement of interim Chairing arrangements

Emma Norton advised members of the Panel that no nominations had been received for the position of Chair, following the resignation of the previous Chair. In the absence of a Panel member, Damian Williams offered to Chair the meeting. However, following a further discussion, Carol McDougall volunteered to take on the role of Chair with Mary Humm taking on the role of Vice Chair and this was agreed by those Panel members in attendance.

3. Apologies for absence

Emma Norton advised that apologies for absence had been received from Hazel Harris and Iris Peacock.

4. Housing Repairs, Maintenance and Improvements

Damian Williams and Steve Pearce gave Panel members an overview of the issues around the condition and maintenance of the housing stock, arrangements for repairs and discussed future opportunities and challenges.

Steve Pearce also outlined the proposed allocations within the Housing Investment Programme and gave the rationale for each of these.

Damian Williams also advised members of the Panel of the need to carry out a phased stock condition survey to meet the Regulator of Social Housing's requirements and to inform future maintenance and improvement programmes.

Following a number of individual issues being raised, Damian Williams advised that officers be available at the end of the meeting to take details of and to respond to these.

5. Annual rent increase for 2024/25

Matthew Wicks advised members of the Panel of the recommended rent increase for 2024/25 and outlined the reasons for this. This increase will assist the Council in maintaining service levels and notification will be sent to all tenants advising them of the increase in accordance with statutory consultation requirements.

Members of the Panel gave their agreement to the proposed rent increase on the basis of the need to ensure provision for the delivery of landlord services.

6. Tenant Satisfaction Survey

Emma Norton advised members of the Panel of the headline results from the satisfaction survey carried out in 2023 to inform the Regulator of Social Housing's Tenant Satisfaction Measures

Emma Norton confirmed that the survey has to be carried out in a prescribed way on an annual basis with the wording for the Tenant Satisfaction Measures being as specified by the Regulator.

It was agreed by those attending that a summary of the main results from the survey would be included in a future edition of Tendring Reports and that a future report be presented to the Panel when comparative results are available for other housing providers – expected to be in the autumn of 2024.

7. Spendells House and Honeycroft redevelopment

Tim Clarke and Andy White gave updates on the redevelopments of Spendells House and Honeycroft respectively.

In response to a query, Emma Norton confirmed that previous tenants of Honeycroft would be given the opportunity to move into one of the new properties being built on this site should they wish to do so.

8. Update on housing policies

Emma Norton advised that the Council's Cabinet has recently approved the following three housing policies, previously sent to Panel members for their information and comments. These policies are:

- Repairs Policy
- Damp and Mould Policy
- Fire Safety Policy

Emma Norton provided a summary of the content of each policy and advised that, whilst having these policies is not a mandatory requirement, they have all be written to comply with legal and regulatory standards and to improve customer understanding of and satisfaction with these services.

Emma Norton also advised that a review of the Recharge Policy for Tenants and Leaseholders, initially agreed in 2021 has also recently been undertaken. This sets out when a recharge will be raised in connection with negligence or wilful damage.

9. Date of next meeting

The next meeting of the Panel will be held in the Committee Room, Town Hall, Clacton – date and time to be confirmed.