

BOROUGH OF KETTERING

TENANTS' FORUM

Meeting held – 12th April 2018

Present: Councillor Mark Rowley (Chair)
Councillors June Derbyshire, Maggie Don, Andrew Dutton, David Howes and Mike Tebbutt

Tenant Representatives: Brian Kimpton (Counties)
Josephine Copson (Alfred Street)
Martyn Lund (Highfield Road)
Steven Soper (Sackville Street)
Hamid Saleri (Geddington)
Maira Brown (Highfield Crescent)
Jim French (Desborough)
Peter Matsa (Burton Latimer)
Anne Swoboda (Rothwell)
Ken Burnage (Thorpe Malsor)
Victor Woodcock (Burton Latimer)
Brent Woodford (Ashley)

Also Present: John Conway (Housing)
Leona Mantle (Housing)
Tracey Copeland (Housing)
Kev Austen (Housing)
Simon Haile (Housing)
Joanne Perry (Housing)
Pearl Nathaniel (Finance)
Callum Galluzzo (Democratic Services)

17.TF.113 APOLOGIES

Apologies for absence were received from Maira Brown

17.TF.114 DECLARATIONS OF INTEREST

None.

17.TF.115 MINUTES

RESOLVED

that the minutes of the meeting held on 8th March 2018 be approved as a correct record and signed by the Chair.

17.TF.116 MATTERS ARISING FROM THE MINUTES

17.TF.110 – Housing Tour 2018

It was confirmed to members that this year's housing tour would take place on Thursday 12th July 2018.

17.TF.110 – Tenant Housing Event

Due to inclement weather the Tenant Housing Event had to be postponed. Members heard that this had been rescheduled to take place on Tuesday 15th May 2018.

17.TF.117 MATTERS RAISED BY TENANTS' FORUM REPRESENTATIVES

None

17.TF.118 TENANT OVERVIEW AND SCRUTINY PANEL REPORT ON TENANT INVOLVEMENT

Martyn Lund attended the forum and provided a presentation to inform members of the outcome of the recent findings of the Overview and Scrutiny Panel and to seek approval for its recommendations.

It was heard that it was of fundamental importance that tenants are able to have their day and that their views are heard and listened to by Council officers. It was important that tenants are effectively and clearly communicated with by their landlord as many areas in the Borough are currently under-represented.

Findings of the latest survey of tenants and residents found that on 69% of respondents felt that the Council listens to tenants and acts upon their views.

Members of the forum then heard that the aim of the scrutiny procedure was to gain a clear understanding of tenant and resident involvement as well as to identify key officers and individuals in the process, it also aimed to gain an assessment of the effectiveness of the communication between the Council and tenant and also to develop a strategy for encouraging tenant involvement.

The Chair of the Overview and Scrutiny Panel then proposed the recommendation of the Report as follows:-

- To Work to improve the knowledge of tenant engagement opportunities for all frontline staff
- To Improve all communication methods relating to tenant engagement
- To Improve methods of communication between tenants
- To Investigate ways to make tenant engagement more attractive to tenants.

RESOLVED

that the recommendations be accepted, an action plan be drawn up in cooperation with Housing Officers to be presented to the forum at a later date.

17.TF.119 LETTABLE STANDARDS FOR VOID PROPERTIES

Joanne Perry attended the forum and provided a presentation to members outlining the tasks involved with improving the Councils Housing Stock to high lettable standard.

The Meeting heard that the task of the Voids Project Manager was to formulate a lettable standard which took account of best practice, stock investment needs, customer expectations and financial constraints.

It was also heard that the Council undertakes works on its void properties to help ensure the properties are safe, clean, fit for purpose and legally compliant with current legislation.

Also to provide clear guidance to staff, contractors and potential tenants about the quality of the homes The Council offer.

Members of the forum were then split into three groups and participated in a group discussion exercise about acceptable standards and expectations associated with the houses The Council offer.

Following discussions, feedback was sought from each group and it was heard that;

The opinion was that stairs did not necessarily had to be carpeted although safety was paramount so they had to be secured with hand rails and sanded to prevent splintering, this was due to the fact families when they move in may not be able to afford carpets. The general feel was work did not have to be undertaken unless essential and if in an acceptable condition then this could be left to the Capital Programme.

Following the task members questioned what the current number of

toxic voids was and how many void properties had been brought into a lettable standard.

Members of the forum then heard that at its peak, the number of toxic voids stood at 106 although there has been a steady decline in this number which then stood at 80.

17.TF.120 HRA CAPITAL PROGRAMME

The meeting received a monthly report outlining the update to the HRA Capital Programme

Members were advised to contact officers should they have any questions regarding the update to the Capital Programme.

17.TF.121 CONNECT

The forum heard that the forthcoming edition of Connect due to be discussed momentarily and article topics for the edition were requested.

17.TF.122 TENANT OVERVIEW AND SCRUTINY PANEL

Martyn Lund attended the meeting and thanked officers for their cooperation and assistance following the publication of the report in Tenant Involvement.

17.TF.123 ANY OTHER BUSINESS

Councillor Don asked for more information regarding recent bids and whether or not the Council had been successful in any attempts for funding. It was agreed that a presentation would be provided at a future Tenants Forum.

17.TF.124 PRIZE DRAW

The winner of the prize draw was Josephine Copson.

17.TF.125 DATE OF NEXT MEETING

It was noted that the date for the next meeting of the forum would be 10th May 2018

(The meeting started at 6.30pm and ended at 8.05pm)

Signed

Chair

CG