

City wide reports

Notes and minutes from the following group meetings:

- Senior's Housing Action Group, 30 January 2019
- Involvement & Empowerment Service Improvement Group, 11 February 2019
- Home Service Improvement Group, 5 March 2019
- Tenancy & Neighbourhood Service Improvement Group, 18 April 2019

Meeting	Senior Housing Action Group (SHAG)		
Attendees	<p>Resident's: Chair SHAG, Woods House</p> <p>Residents from Sanders House, Elwyn Jones Court, Somerset Point, Sloane Court, Elizabeth Court, Leach Court, Lindfield Court</p> <p>Partners: Peter Lloyd (Health Watch) Glen Lloyd (Citizens Online)</p> <p>Staff: Peter Huntbach (Seniors Housing Manager) Hannah Barker (Resident Involvement Officer)</p>		
Apologies	2 residents, Colin Vincent (Older Peoples Council)		
Venue	Leach Court	Produced by	Hannah Barker
Date Time	30th January 2019 10am- 12.30pm	Minutes completed	

Minutes & Matters arising - Update on actions from previous meeting

	Description
	<p>1. Clarification on TV licenses :</p> <p>1) There is a central government + BBC consultation looking at possibly ending free TV license scheme. No decision until 2021. This is separate and does not relate to anything locally.</p> <p>2) Seniors Schemes in Brighton have to apply annually to have concessionary status. If successful, residents pay £7.50 per month.</p> <p>3) IF a scheme has this concessionary status removed, then existing residents will continue to pay £7.50. It is only new tenants who have to buy the full TV license.</p> <p>If any resident is unsure, then please speak to your scheme manager.</p>
	<p>2. Discussion security + CCTV + video entry system:</p> <p>Desire for alternate solution following removal of video entry system.</p> <p>Q: Could angle of camera be adjusted and be allowable? A: Peter will look into this, but we consulted the Governments Information Commissioners Office and have no choice but to follow guidance.</p> <p>Concern regarding security breaches: strangers being let into the building. Several examples at Leach Court shared; laundry facilities being used by outsiders who became threatening when challenged, strangers wandering around the whole building looking for an unknown tenant. CCTV is a deterrent. Need other measures to assist.</p> <p>Some schemes reported residents have accepted changes. And that when security has been breached in different ways the addition of security guard patrols have reassured them in short and feel they are being looked after in long term.</p> <p>Somerset Point reported rep had tested whether the full time the automatic front door was open was needed and confirmed that one wheelchair user did need it to be open for that long.</p> <p>Staff response: PH and area managers are happy to attend meetings at Leach Court to</p>

talk about security.

- We always remind all residents to not allow tailgating (someone following you in after you have opened the door)
- Also, Security will form part of the upcoming review of seniors housing (see later in minutes) across our 23 schemes.
- Other interventions working in some schemes: Neighbourhood Watch scheme.
- Suggestion to register keys being given out and only issue keys that cannot be copied. Key fobs can, and have been, turned off (when found to have been given to people that shouldn't have them).
- We are not immune to crime & disorder that exists in the city. WE have always had problems of strangers being allowed to enter building by some residents, even before video entry system was in place.
- Regarding punishment: We look at each individual case and sometimes take tenancy action or an injunction, if there has been a breach of tenancy. We have to follow a strict process and act reasonably and proportionately.
- Because of personal privacy, other residents might not see the actions we do take, but have to trust we are committed to taking action where it is needed.

Action	1.1 Peter to check that scheme managers at Elwyn Jones have clear information displayed. 1.2 Peter to look into cameras with different angle at doorways and feedback.
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Items discussed, agreements and future action

2) Digital Brighton & Hove - Glen Lloyd

Citizens Online is a small charity. We run sessions in schemes, e.g. Sanders house. We always advertise the sessions with posters at the schemes.

- **Loan a tablet** scheme – 1 month. Set up with 20 GB mobile data to access internet (as well as through any WIFI) – also set up with various useful apps so people can have a taste of what's possible.
- **Gadget sessions** – tablets can be bought for as little as £75 depending on spec. **Residents can become a Digital Champion** – we will support and guide you – help you to help others with basic skills – emails, setting up a skype account.

Free WIFI in Communal areas is coming to all seniors' schemes.

- EDB can be used to buy computer equipment for a communal lounge.

Q: does the council still have scheme where old computers can be donated to seniors housing? **A:** Peter & Roy to look into this.

Action	2.1 Peter & Roy to look into schemes where old computers could be donated to seniors housing
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3) WIFI in schemes

We are currently in process of putting free WIFI into all Schemes communal areas. The contractor is inspecting all schemes looking for best space. Hopefully will be completed by April.

Resident gave example of teaching a 93 yr. old to Skype their grandchildren in Australia. **Citizens Online:** There are many similar examples. Sometimes we need to encourage scheme staff too to help residents to access the internet to help with all manner of things. Thanks to SHAG who have been voicing that access for older people is important.

4) EDB Review

Chairs report: Over 6 months have attended the EDB Review task & finish group. Report being finalized to go to area panel.

Proposals:

- Seniors Housing to have own budget. Chair & peter support this.
- Suggestions to trial this for 1 year.
- Unsure how pricing up will work.
- Amount proposed to be equal share per household. With 825 units This seems to work out at 6% of budget = approx. £1K per scheme.

Discussion this should be increased to 10%

- Lots of things we wont be able to apply for anymore – such as decoration in communal area which will be on the planned maintenance programme.
- New form online
- RIO will check bid is what the majority of the scheme wants (not just a few)

Discussion furniture that doesn't need replacing as old was in good condition. Sometimes people don't want it to be changed. Suggestion that at a meeting 75% would need to be in favor.

- Bids will be voted on at SHAG quarterly.
- Suppliers who can recommend specialist furniture ' Pineapple' and ODM, who can visit the scheme, bring catalogue, talk to group to get what they want.
- Some chairs ordered then turn out to be too hard. Need a way to find out if they are suitable.
- Chairs can be given to other schemes.

5) Review of Seniors Housing

Additional meeting for SHAG Weds 13th Feb 2-4pm at Leach Court to hear reps thoughts & ideas. Apologies for the clash with Involvement & Empowerment Group.

Purpose of the review: to look into what can be improved-

- Communal areas dowdy & institutional, sterile common ways following policy changes for fire safety reasons. No planned approach to soft furniture so is mix and match in some places.
- Most seniors housing was built 1960-1990. More recently advances made in building for older people. Our stock is out of date and that affects our lettings too. We need our product to be right.
- Recommendation to Housing Committee that we need to review to ensure investment is

best placed.

To ask, questions about buildings and lettings sides:

- What are good design principles? How can we retro install? What do common areas need to be improved for enjoyment of current residents and attract new residents?
- Security & CCTV questions – what could we do better?
- Disabled access, mobility scooter storage, difficulty in wheelchairs.
- Heating & ventilation – with climate change in mind
- What barriers are there for potential new tenants when choosing Seniors Housing?
Description in the advert of the property, process and time to move (sometimes 2 weeks might be a barrier) what emotional & financial practicalities could be addressed?

Method:

- External neutral consultants to talk to residents, use a fresh pair of eyes + research modern standards to apply to our blocks.
- Residents in the driving seat – In particular Tenant Disability Network (TDN), SHAG reps and then individually at all schemes.
- Project Group including Roy and a member of TDN.
- Paper will go to housing committee probably in November 2019. Councillors across different parties are supportive and interested.

Risks + getting it right

- If we don't get it right, loss of rent + empty homes council tax liability.
- Why are Brighton residents going into residential care on average younger?
- Peter & Larissa Reed (Executive Director Neighborhoods Communities & Housing) visited an empty flat which was in an appalling state.
- Just begun a 6 month pilot redecorating empty flats & putting in carpet.
- Parliamentary report stating Sheltered housing sector saves the social care bill £4M per yr.

Chairs comments +discussion:

- Long held belief that lettings should be taken off Homemove and put back into Peters' team. **A:** PH: chances fairly remote of this happening. We are looking first at practical barriers. If suggestion comes out of review, will look at talking further to politicians about this.
- Need to build high quality purpose built schemes. 4 or 5 schemes are not fit for purpose; e.g. no lifts or wheelchair access. Buildings & blocks converted to older peoples housing.
- Need to look at relationship between scheme manager and residents. E.g. Make suggestions but not dictate. Manager is part of the scheme. Treat residents with respect. Difference between individual relationship, (involves both confidentiality and complaints procedure) and group relationship.

Questions + residents discussions:

- Pictures on walls in common ways can be put up with perspex instead of glass which is a danger in fire scenario and fire service stipulation.
- No flammable items in fire exit routes, including for example Christmas wreathes. Policy adopted sterile safe approach. We want to look at creating attractive common areas that are safe.
- Re Letting of studio flats & size of each dwelling. + moving between flats now restricted to

medical need only. This can sometimes affect someone's mental health.

- Location and access to easy transport routes are powerful factors affecting prospective tenants choices.
- Suggestion that councilors come to SHAG meetings.

AOB

If **tobacco smells** are leaching out of a property, the doors can have a seal put around which helps.

Good news _ Somerset Pont doors being stripped down and repainted properly.

Meeting action minutes

Main points of discussion at last meeting of the Involvement & Empowerment Service Improvement Group on 13 February 2019

TRA Handbook

- Electronic version only, can be printed on demand
- Information leaflet about resident involvement to be available in all Housing receptions.

Reviewing SIGs

- Discussion on need to move to structures that encourage 'genuine consultation' rather focussing on process.
- Interest in knowing what other councils do in terms of resident involvement.
- Felt there had been some improvements with Area Panels, particularly around agenda setting.
- Desire to be ambitious when reviewing structure.

RIT Budget

- Trevor Jones gave an update on budget expenditure to date.

Meeting	Home Service Improvement Group DRAFT		
Attendees	<p>Residents: Carl Boardman Chair Central Area Panel Rep (APR) Jason Williams Central APR, Lynn Bennett (East APR), Terrence Hill (North APR), Dave Croydon, Muriel Briault, David Spafford, Tomm Nyhuus (SHAG)</p> <p>Staff: Keely McDonald (Resident Involvement Officer) Theresa Youngman (Contract Compliance Manager) Sharon Davies (Housing Business Programme Manager) Glyn Huelin (Business & Performance Manager)</p> <p>Partners: Eddie Wilson (General Manager, Mears)</p>		
Apologies	Emel Abdelmissih, Jane Thorp, Eddie Cope, Martin Reid, Ododo Dafe, Hannah Barker		
Venue	Conference Room	Produced by	Keely McDonald
Date/ Time	11:00- 13:30	Completed	March 2018

Carl welcomed attendees and laid out ground rules. Explained that due to Hannah's unavoidable absence Keely McDonald (KMD) would be taking on her role for this meeting. KMD apologised that the papers were provided very close to the meeting. Also explained that the item on the Chair's Survey would be postponed to the next meeting.

1. Minutes and Matters Arising

- 2.1 Michelle Goodburn (SGN) to pass info on Beresford Estate & Donald Hall Road disruption to Resident Involvement Team to distribute** – no update as yet, to be brought forward at next meeting.
- 2.2 Ododo & Geof will look into Hereford Court staining:** No update as yet, to be brought forward to next meeting.
- 2.3 Hannah and Geof to discuss Gas fittings in high rise blocks** – this is addressed under item 6.
- 3.1 Ododo to provide Environmental Improvement update** – this is addressed under item 4.
- 4.1 Hannah to talk to P&I about earlier information about all teams work across P&I** - No update as yet, to be brought forward to next meeting.
- 4.2 Jane & Jason to work with Carl on the Aims & Objectives of the Home Group** – Jane has given apologies, to be brought forward to next meeting.
- 5.1 Residents requested overview / more detail about windows repairs costs across city** – This is addressed under item 7
- 5.2 Hannah to supply empty property inspection information in relation to windows inspected to Gareth** – No update as yet, to be brought forward to next meeting
- 5.3: Terrence & Eddie to assist Carl with planning separate meeting about windows** – Windows addressed further under item 7.
- 9.1 Terrence will raise clarity of application forms re. dividing fences to EDB panel** – Will be raised at the March EDB Panel meeting, if not before.
- 10.1 Frameworks on agenda for next meeting** – This is addressed under item 12.
- 10.2 Glyn talk to legal, give an easy way for residents to suggest contractors** – This will be addressed in

item 12

Minutes agreed

2. Major Projects' pre works process – Theresa Youngman (Contracts Compliance)

TY provided a presentation on the works at Tyson Place and St. John's Mount. Contractors are on site now, both blocks being completed at the same time due to similar age and construction detail.

Q. Please explain ratings

A. will come on to that

External surveyors give impartial view of building and give recommendations based on brief by council. Bids for tender are submitted through a centralised online portal through Orbis, a shared services partnership between Brighton & Hove City Council, East Sussex County Council and Surrey County Council.

Q. What are SAP ratings?

A. Stands for Standard Assessment Procedure and is used to produce an energy performance certificate on the energy efficiency of a building.

Q. When will works start and how long will they take?

A. Works have started

Q. Flats are in state of disrepair, why have they been allowed to reach this level?

A. Patch repairs had been carried out, but now funding is available for major works

Q. Are all consultants on the Considerate Constructors Scheme?

A. Yes

Q. There is no scaffold on option 2, but would it be needed for windows?

A. No

Q. Are mast climbers more expensive?

A. No

Q. From the SAP information, the payback time for the cost of works would be 250 years, how does this represent value?

A. The SAP information is only part of the works being done, the council has a duty to keep the building in repair.

Q. According to this information, the savings made through reduced thermal loss are slight.

A. The works will include other aspects, this example only shows changes to render.

Q. How long did the surveys take before works started

A. 6-8 months.

Q. Objective was to reach SAP band C, however some of the buildings are already band C.

A. There is a range between each band, where the property is already this band, it would be improved to a higher level of this band.

Q. How are the external panels installed?

A. Minor repairs and repointing will be done, the panels will be attached to the concrete frames once they have been made safe.

Q. How long is the guarantee?

A. 25 years

Q. Why is scaffolding being used rather than mast climbers?

A. Some of the parts of the building are unsafe, scaffolding is more suitable for repointing to be carried out.

TY showed examples of thermally insulated, fire rated and rendered panels to be installed, made to look identical to the current external finish on the building.

3. Environmental improvements project update – Ododo Dafe this item followed item 5 as agenda timings had changed

OD gave apologies for the meeting but forwarded brief update:

Recent decisions have been made to use this budget to make improvements to play areas and bin areas across the city. With respect to the play areas this will be to ensure equipment is returned to working order where needed, safe to use, as well as repainting. Further updates will be available by the next Home Group meeting.

Questions Asked:

- Is St. Martins park on the list?
- Could redundant aerials be included in the works this budget can be used for (e.g. removing aerials and associated wiring)?
- There is concern over lack of process information available. It is not clear how residents influence how budget is spent, as well as an overlap with the Estate Development Budget Panel's work.
- Is Hollingdean Park equipment being replaced?
- Issue was raised about residents not using recycling facilities in the correct way, this has been reported to CityClean however not acted on.

ACTION:

- 3.1 Ododo Dafe to be invited to the next meeting to give further update and respond to questions
- 3.2 Follow up on reported recycling issue with CityClean

4. Suggested site visit across Provisional Capital works program – Theresa Youngman this item followed item 6 as TY led discussion

One or two coach trips to be arranged in 2-3 weeks to allow residents to view ongoing works at Tyson Place and St. John's Mount. Attendees will have the opportunity to view brickworks and windows as well as meet contractors and ask questions about the works. A bus will be made available to leave from the Housing centre at 10:30am

Space for 15 people on the bus and will be accessible.

ACTION:

4.1 Invite all Home Group members to take part in site visit, personal protective equipment will be provided, members to supply their shoe size to Theresa Youngman before the visit.

5. Gas supply for central heating in High Rise blocks – Kevin Wilson

Information provided by Kevin Wilson, who was unable to attend in person.

Q. If a building has been refurbished and/or cladded, would any gas pipes be installed through the new cladding?

A. KW to respond

ACTION:

5.1 Kevin Wilson to be invited to next meeting to give an update

6. Windows update – Theresa Youngman this item followed item 2 as TY led discussion

Resident Inspectors look for security of windows and other items. Several visits have reported windows not secure and highlighted how dangerous this was particularly in a block. EW stated that any issues like this would be picked up during the Empty Homes process, windows are overhauled in line with the Lettable Standard, some may be on a future programme of works and Mears would make usable until then. Inspectors say that they often pick up these issues during inspections where the tenant would be seeing the property immediately afterwards. EW - If this process is not being followed, it should be raised to Mears. Surveyors return completed Inspector forms for addresses which list anything outstanding.

Q. How can feedback from inspectors be more effectively used?

A. Method for addressing different issues are varied, works are specific to the type of building.

Issues were raised during visit in Hollingdean, however there was no feedback on any actions taken to the Inspectors.

Q. How many visits are inspectors doing?

A. The aim is to complete ten per year.

Q. When is the next Resident Inspectors Meeting?

A. 14 March

Q. DC has seen evidence from a housing provider that annual spraying of windows with silicone

successfully prolongs useful life, however this has been done once at Clarendon House, why does the council not do this?

A. It is not just the mechanisms which affect the useful life of the windows, some of the existing products are over 20 years old and it is difficult to source replacement parts. Even if they can, newer window designs are better in the long run, annual spraying would also incur scaffold costs for leaseholders at some properties, although Mears currently don't charge for the first two floors of scaffolding.

Q. Could scissor scaffold be used as it can reach 10 floors?

A. Hundreds of cost benefit analysis of window works have been carried out and working above a certain height is a high risk health and safety issue where additional measures need to be in place. Full scaffold would be needed on multiple blocks and be cost prohibitive. The offer to discuss cost benefits with the Quantity Surveyors continues to be open to all tenants and leaseholders.

ACTION:

- 6.1 Arrange shadowing day (plumbing, carpentry and electrical), Residents Inspectors to forward names of those interested and prospective dates.
- 6.2 Theresa Youngman to attend next Resident Assessors Meeting and give update on all works from June 2018, will look at reporting and outcomes, will arrange with Eddie Cope.

7. Subgroup report: Partnership Core Group this item followed item 8

David Spafford gave feedback, it was his first meeting and found it interesting. Martin Reid gave generous offers for members to visit projects. Mears were in attendance and was an introductory meeting to introduce all new members.

It was suggested that there may be some overlap here with TY's offer for visit to Tyson Place and St. John's Mount. The group agreed that space should be made available for all members of the Home group on these visits.

Minutes were noted.

8. Subgroup report: Resident Inspectors this item followed item 3

The property for the family in temporary accommodation has been carpeted and painted, and will continue to be maintained in this way throughout the let. The group noted that the contractors did a good job in converting this property to a 4 bed, however when it is let in future they would like to see it listed as a 3 bed due to the size.

The inspectors noted that there was expensive electrical equipment and other belongings left in the property, and asked what was being done with it, however no information was given. LB stated items would usually be given to charity, it was agreed that LB would raise this at the next Resident Inspectors meeting.

Q. Service Improvement Group Terms of Reference are currently being looked at by the Involvement and Empowerment Service Improvement Group (I&E), will the Resident Inspectors Terms of Reference be included in this?

A. Yes this is being looked into at the same time.

Members attended training provided by South East Training and Uniting People (SETUP) and feedback that it was a positive experience, it was beneficial to speak to other residents from Brighton Housing Trust and Eastbourne Housing. This was specifically for Resident Inspectors, however more training will be advertised.

Minutes of the meeting were noted.

ACTION:

- 8.1 Forward request that this property be let as a 3 bed in future.
- 8.2 Raise query about previous resident's belongings at next Resident Inspectors Meeting.
- 8.3 Forward 'Jargon Buster' document to I&E for update to reduce use of confusing acronyms
- 8.4 Forward existing 'Jargon Buster' document to Gary Jones

9. Subgroup report: Estate Development Budget Panel this item followed item 7

Paper provided by Terrance Hill. This is the last quarter of the financial year and the 11th month. 99 main bids were approved over the year, with only 13 outstanding across the city at this time. There will be no video presentations this year as there is enough funding to finance all the bids.

There have been 92 Quickbids made and all have been agreed, there are 25 more to be completed. Only one resident group has submitted all five of their allocated Quickbids for the year and two groups have submitted four. Overall the funding has been well used. Out of 73 resident groups, 51 have submitted Quickbids, a full review is expected in March. The Panel has agenda items to discuss Community Payback, they have reported that it has been difficult to get in contact during the year, however these issues see to be resolved and new Payback bids are being taken.

There is one remaining EDB Review Task & Finish meeting and they have had assurances that the transfer to the new arrangements at the end of the current repairs and maintenance contract will not affect the EDB process.

Q. How many bids were made by non-recognised/constituted groups?

A. The panel does not differentiate between types of groups.

ACTION:

- 9.1 Provide report in June on finances

10. Update on procurement for the Housing repairs, planned maintenance and capital works contract and explanation of Frameworks Sharon Davies Sharon Davies (Business & Performance Project Manager) and Glyn Huelin (Business & Performance Manager)

The Home Group members communicated their request that the group still has oversight of the Task & Finish Group created for this review as there is linked interest. This group will be flexible according to members and aspects to look into, for example: operative uniforms, van designs etc. Confidentiality agreements will have to be signed and the group's discussions will be fed back into the Home Service

Improvement Group.

Various ways of scrutinising the service will be set up in future.

Q. The term 'Customer Journey' is used, are residents now referred to as customers?

A. With respect, whatever term people wish to have used, will be.

Q. The term 'EU compliant' is used, what changes would be made should the UK leave the EU?

A. Due to timing of the change of contract, the existing process will have to be used, although this type of works don't usually attract contractors from outside the UK, unfortunately there is limited information at this time.

Q. The Task & Finish Group is described as 'temporary', how will it be active?

A. It is planned for 15 months.

Q. Can the group have reassurance that the residents who make up the Task & Finish Group do not have responsibility if the contract does not go as planned?

A. The Housing Team will have full responsibility of the contract.

Q. How long before the framework will be refreshed?

A. This lasts for 4 years, after this a re-procurement process will be started, however if there are any ongoing works at that point, they will be completed.

The Business & Performance Team welcome further questions.

11. Responses draft aims & objectives and Chair's survey. Are members interested in working with this in a Task & Finish group

With agreement from chair this item was postponed from the agenda until the next meeting.

ACTION:

11.1 Include this item on next agenda

12. Elections – EDB Panel reps + Future Repairs & Maintenance Task and Finish Group this item followed item 10.

Elections were successfully held for the following posts:

EDB Panel Representatives:

North – Terrance Hall

Central – Carl Boardman

East – Lyn Bennett

West – Muriel Briault

EDB Panel Deputies:

North – Vacant

Central – Jason Williams

East – Chris El-Shabba

West – Alison Gray

Future Repairs & Maintenance Task & Finish Group Representatives:

Gary Jones

Carl Boardman

13. Any Other Business

Dates agreed for Tyson Place and St. John's Mount visit:

Friday 22 March

Tuesday 26 March

Works are expected to finish in October 2019 and the group will arrange a second set of visits to view progress of works, to be agreed at the next Home Group meeting.

It was raised that the group did not receive papers for this meeting until the day before, not allowing time to properly read the information, although accepted the apology from KMD and the exceptional circumstances at this time.

Future meeting dates on the previous minutes list have an error, should read Tuesday 3rd December according to online Resident Involvement Diary.

Meeting closed at 1:30pm

ACTION:

13.1 Correct December meeting date in these minutes.

13.2 Include future Tyson Place and St. John's Mount visit on next agenda

Actions	Description
3.1	Ododo Dafe to be invited to the next meeting to give further update and respond to questions – Keely McDonald
3.2	Follow up on reported recycling issue with CityClean – Keely McDonald
4.1	Invite all Home Group members to take part in site visit, personal protective equipment will be provided, members to supply their shoe size to Theresa Youngman before the visit – Keely McDonald
5.1	Kevin Wilson to be invited to next meeting to give an update – Hannah Barker
6.1	Arrange shadowing day (plumbing, carpentry and electrical), Residents Inspectors to forward names of those interested and prospective dates – Theresa Youngman
6.2	Theresa Youngman to attend next Resident Assessors Meeting and give update on all works from June 2018, will look at reporting and outcomes, will arrange with Eddie Cope – Theresa Youngman
8.1	Forward request to Lettings Team that this property be let as a 3 bed in future – Hannah Barker
8.2	Raise query about previous resident's belongings at next Resident Inspectors Meeting – Lyn Bennett
8.3	Forward 'Jargon Buster' document to I&E for update to reduce use of confusing acronyms – Keely McDonald
8.4	Forward existing 'Jargon Buster' document to Gary Jones – Keely McDonald
9.1	Provide report in June on finances – Terrance Hill
11.1	Include draft aims & objectives and Chair's Survey on next agenda – Hannah Barker
13.1	Correct December meeting date in these minutes – Keely McDonald
13.2	Include future Tyson Place and St. John's Mount visit on next agenda – Hannah Barker

Future Meeting dates, all Conference Room, Housing Centre (all subject to change)	
Home	Resident Inspectors
Tuesday 5 th March 2019 11.00-13.30	Thursday 24 th January 10.30 – 12:30
Wednesday 12 th June 11.00-13.30	Thursday 25 th April 10.30 – 12:30

Tuesday 17 th September	11.00-13.00	Thursday 25 th July	10.30 – 12:30
Tuesday 3 rd December	11.00-13.30	Tuesday 12 th November	10.30 – 12:30

DRAFT

Tenancy & Neighbourhood Service Improvement Group, 18 April 2019

The group met recently with Sarah Nagy Digital Product Manager to look at the 'Environmental Improvement Survey' (online form) to get feed back from residents and get a good understanding from them as to whether it is a) understandable b) user friendly) c) what it is about and who it is aimed at d) whether residents would use it.

Those members present at the meeting participated by providing suggestions to improve the form and also to ensure good communication across the city as well as useful feedback that will be used to ensure that the form is clear and concise.

The new survey will enable residents to participate in suggesting improvements to their estates. Those ideas with the most votes will be most successful.

Detailed information on the issues raised by the group are included in the report on the Environmental Improvement Survey in this pack.