

Tenant Participation Meeting Notes – 28 November 2018

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Resident Participation Strategy

- The strategy needs to include objectives around how TRAs can be held to account when not cooperating with the Council or when there are internal TRA issues or with other TRAs.
- Those present recommended that an independent body to work with TRAs to resolve such matters.
- This will support accountability, transparency, trust and time saving for council officers.
- Although the survey generated a number of positive points those present felt the survey should have been designed alongside with tenants involved. They also believe that many people did not respond to the survey as they felt their views will not be taken into account.
- They felt the strategy should include youth involvement in TRAs. They sighted the model of Holly Lodge where there is a youth TRA that mirrors the TRA. This would encourage succession and inclusive involvement.
- We also spoke about the need for the strategy to include the outcomes generated from the TP work and how their work improve services – impact assessments.
- The structure of the TP should be changed in order for the team to support TRAs and challenge where appropriate council services.
- TP team should be independent from the Housing services department.
- The survey should have been completed independently of TP. TP highlighted that another department (policy & Strategy) carried out the data analysis.

Those present requested to have a detailed breakdown of the survey e.g. district

Annual Report

A number of improvements were suggested e.g.:

- Comparative data from last year
- Costs attached to some of the numbers quotes – financial info
- Benchmarking against other social housing providers/councils
- Tenant involvement in the design and creation of the report from the start

STAR Survey

- Those present noted the content of the report and look forward to the survey.

Resident Scrutiny

- Those present were happy with the content (5.4). At tonight's DMC will be seeking DMC reps to be part of the pilot review.

Quality Landlord Standard

- Those present wanted to be involved in the content of the current one and would like to be involved in the future standard.

Other

- What are the court costs when leaseholder challenge the council – who pays?
- Housing services needs urgent improvements, primarily around repairs of communal areas, access to call centre, consistency around walkabouts with housing officers – these could be the suggested items for the pilot scrutiny project.