

TENANTS' FORUM

Minutes of the meeting held on Friday, 29 November 2024 at 10:30am
in Law library, Town Hall

TENANT REPS PRESENT:

Chair & SV for Raglan & Corporation Terr.
Mandy Anderson

Street Voice for Roosegate
Nicola Bull

**Street Voice for Newton Road Area,
Dalton**
David Pearson

Street Voice for Broughton Rd, Dalton
Danny Green

Westmorland and Furness Council:

Caroline Wagstaff, Assistant Director of Housing
Rebecca (Bex) Halton, Interim Senior Manager – Housing
Landlord & Homelessness Services
Cllr Judith Derbyshire, Cabinet Member for Housing &
Homelessness
Cllr Anne Burns
Cllr Anita Husband

		ACTION
1.	APOLOGIES FOR ABSENCE Apologies for absence were received from Caroline Kendall, Interim Operational Lead Safer Communities.	
2.	MINUTES OF PREVIOUS MEETING HELD ON 8 JULY 2024 The minutes were agreed as a true and correct record.	
3.	MATTERS ARISING	
3.1	Roosegate Community Centre Bex will link in with Cllr Andy Coles and Matt Messenger to try and move this forward.	
4.	TENANT PARTICIPATION COMPACT BUDGET <i>update</i> The current Tenants' Compact budget was circulated for information. Spend since last meeting: Community Events: £101 spent on Halloween party supplies to Ormsgill Stronger Together Cost of Living Assistance: The group agreed spend on this budget of £5,971 is successfully achieving its aim of assisting vulnerable residents.	

<p>5.</p> <p>5.1</p> <p>5.2</p>	<p>ENVIRONMENT ENHANCEMENT BUDGET <i>update</i></p> <p>Environmental Enhancement £5k Budget 2024/2025</p> <p>No spend so far this year.</p> <p>Balance: £5,000</p> <p>Discussion around the need for a dedicated Tenancy Engagement Officer – to engage with tenants/groups to look at potential schemes.</p> <p>At present anyone who has a potential scheme in their area, links in with Cathy who will engage a housing officer to look into this with residents with a view to taking this forward.</p> <p>Bex/Caroline to look at Tenancy Engagement Officer post</p> <p>Area Improvement £10k Budget 2024/25 (officers' budget)</p> <p>Numerous skip days have been held since the last meeting.</p> <p>Balance: £6079.</p>	
<p>6.</p>	<p>SERVICE UPDATE</p> <p>Bex provided a service update – copy of the presentation is attached.</p> <p>Have Your Say drop-ins will take place at various venues to encourage and assist tenants to complete the Tenant Perception Surveys. Agreed to invited the Community Development Team and ward councillors to these sessions.</p>	<p>Cathy Kirk</p>
<p>7.</p>	<p>TENANT SATISFACTION MEASURES (TSMs)</p> <p>The TSMs comprise of 10 landlord reported measures based on our performance information at the end of the financial year and 12 tenant perception measures which are obtained through our Tenant Perception Survey.</p> <p>Tenants will be offered various ways of completing the survey – a copy will be included as a pull-out within the winter edition of Housing Matters newsletter (pre-paid envelope provided). They can also complete it online via QR code, by telephone and in person with the help of housing staff.</p>	
<p>8.</p>	<p>BUDGET AND RENT SETTING</p> <p>Bex ran through the rent review for 2025/26 in her presentation (slides 7 and 8).</p>	
<p>9.</p>	<p>COMPLAINTS</p> <p>A summary of complaints performance is given in Bex's presentation – slide 6.</p>	
<p>10.</p> <p>10.1</p>	<p>ANY OTHER BUSINESS</p> <p>Ground floor property on Lesh Lane</p> <p>Neighbourhood Officer, Peter Buckley, has attended to look at the side path to this property and will action as appropriate.</p>	

<p>10.2</p> <p>10.3</p> <p>10.4</p> <p>10.5</p>	<p>Right to Buy</p> <p>Cllr Judith Derbyshire advised the consultation on RTB is now open for comments if anyone would like to do so.</p> <p>Potential Street Voice for Eden area</p> <p>Judith advised she has someone interested in becoming a stret voice for the Eden area.</p> <p>Cabinet tour of estates – 11 December</p> <p>A tour of estates will take place on 11th December (10am-1pm). Agreed relevant ward councillors for Ormsgill, Hindpool, Newbarns and Roosegate will be invited to attend the tour.</p> <p>Information pack will be circulated ahead of the tour.</p> <p>Housing Strategy</p> <p>Thanks to everyone who has given input into the draft Housing Strategy.</p>	<p>Cathy Kirk</p>
<p>11.</p>	<p>DATE OF NEXT MEETING</p> <p>The date of the next meeting is Friday, 28 February 2025 at 10am in the Law Library & via Teams.</p>	