



<b>Notes of Meeting</b>			
Subject:	<b>Tenant and Leaseholder Committee</b>		
Date:	21 <sup>st</sup> March 2024	Time: 7:00pm	8:30pm
Location:	<b>MS Teams and in person at the Forum</b>		
Attendees:	<p><b>Chair</b> – Paul McMahon</p> <p><b>Staff</b> – David Barrett (Assistant Director - Strategic Housing &amp; Delivery), Nonye Ebili (Improvement &amp; Engagement Coordinator), Sue Prowse (Strategy, Quality &amp; Assurance Projects Lead Officer), Simon Walton (Interim Head of Strategy, Quality &amp; Assurance), Paul Hunt (Housing Needs Manager), Oliver Jackson (Head of Housing Operations)</p> <p><b>Committee members</b> – Andy Forbes, Charlotte Palmer, Andrea Maloney, Mavis Cook <b>MaC</b>, Mutsa Cornish <b>MuC</b>, Paulette Reed, Michelle Mitchell, Max Sengul, Cllr Simy Dhyani</p> <p><b>Apologies</b> –Tracey Halls</p>		

Item	Subject	Actionee
<b>1</b>	<b>Welcome, apologies and changes in membership (If any)</b>	<b>Chair</b>
	<p><b>Chair</b> welcomed everyone to the meeting.</p> <p>Apologies from Tracey Halls.</p> <p>An overview of all the fire exits was given.</p>	
<b>2</b>	<b>Disclosure of personal and pecuniary interests</b>	<b>All</b>
	<p><b>PM</b> (chair) disclosed an interest (assisted living) which may have been potentially linked to one of the items on the agenda. <b>OJ</b> confirmed that there were no issues and thanked the Chair for his disclosure.</p>	
<b>3</b>	<b>Minutes of previous meeting (including matters arising)</b>	<b>All</b>
	<p>In response to a request to refer to the 'tone' of the meeting on 29<sup>th</sup> February, <b>SW</b> explained that the minutes should be factual, but the recordings are also shared with the committee for full transparency. It was agreed that the committee wished to note that the previous meeting had been 'fractious' at times. By agreement, the areas of concern were discussed openly at an additional informal meeting. SW and SP agreed with the committee's request to create an 'Issues log for scrutiny', as a means of raising general issues of concern to</p>	

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	tenants and leaseholders. This will be brought forward each month and used as a formal record of the items scrutinised.	
<b>4</b>	<b>Supported Housing Strategy</b>	<b>OJ</b>
	<p><b>OJ</b> explained that he would like to run through the Supported Housing Strategy and had several questions where he would appreciate direction from the committee members.</p> <p><b>OJ</b> described that the Council are currently reviewing their Supported Housing offer and we need greater resident insight into the future needs of older people moving forward.</p> <p><b>OJ</b> explained that the Council are developing a Supported Housing Strategy, and the Council would like to know what the tenants would like to see and what suggestions the TLC may have. Research shows that the population is aging and the demand for supported housing will increase as the years go by.</p> <p><b>PM</b> raised the question of why the committee did not get any paperwork regarding these questions on this occasion.</p> <p><b>OJ</b> responded that in this instance he wanted to talk through and explain the main points with the committee during the meeting.</p> <p><b>Moving forward we will make sure that officers attending TLC will provide all appropriate data/paperwork for circulation in advance.</b></p> <p><b>OJ</b> gave an overview of the research that the Council has gathered from the Hertfordshire Needs Assessment. This gave the Council an overview of the different boroughs and districts and how the population is going to grow from now until 2040.</p> <p><b>PM</b> asked about provisions needed to forecast any migration into Dacorum for people that are going to need supported housing? In response, <b>OJ</b> explained that it is not covered directly in the Hertfordshire Needs Assessment but there is a methodology that is being used. He confirmed the Council would consider this point in their strategy.</p> <p><b>OJ</b> asked TLC members views on how to engage with people who live outside of supported housing now but may need it in the future.</p>	

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	<p><b>MS</b> suggested categorising every individual's different needs/wants to build services around them. <b>MM</b> suggested that the Council should implement a 'think tank' and send out surveys. As this will allow for more accurate feedback from the public.</p> <p><b>PR</b> suggested that the Council should look at the private sector and other council areas and make a note of what they are doing regarding supported housing.</p> <p><b>Members of the committee</b> suggested that the design of the supported housing homes, need to feel empowering, more inviting and remove the stigma. 'Speak to people who are not yet sixty but are in their mid to late fifties and ask them what they would like to see more of'. 'More engagement within the community is needed'. In response to <b>PM's</b> question about what grants and/or opportunities are available to work with the private sector, <b>DB</b> explained that there may be some potential opportunities in the future. The Council are currently undertaking a complete review of their assets which is called a Strategic Asset Review. The Council has engaged in number of conversations with Home England, but it is quite early to provide a lot of evidence/commitment.</p> <p><b>PM</b> posed a question in relation to what the Council's long-term plan of engagement activities within supported housing.</p> <p><b>OJ</b> explained that the Council want to have a positive impact on improving or reducing social isolation and the Council will be considering all aspects to make it better.</p> <p><b>AF</b> suggested that a new name may be more effective, rather than supported housing maybe something along the lines of enhanced living?</p> <p><b>MM</b> suggested a course called connecting people, ideas, and resources that the Council could look at to gather some ideas.</p> <p><b>MS</b> suggested that the Council could find a way to get veterans and immigrants involved in the voluntary work within Supported Housing Schemes.</p>	
<b>5</b>	<b>Tenancy Strategy</b>	<b>PH</b>

Item	Subject	Actionee
	<p><b>PH</b> gave an overview of the Tenancy Strategy and explained that it is a statutory requirement for the Council to have such a strategy.</p> <p><b>PH</b> explained how many policies support the Tenancy Strategy and asked the committee members to give their input on the length of tenancies the Council offers.</p> <p>The consensus amongst the committee was that secure tenancies were preferred and supported the removal of the fixed term tenancies.</p> <p>In response to <b>AF's</b> question about how the responsibilities of the tenant are being enforced, <b>PH</b> explained that the tenancy agreement has conditions that cover responsibilities and allow for those to be enforced, legally if necessary.</p> <p><b>PM</b> raised a question about whether there are laws in housing that enforces that every house in supported housing is deemed wheelchair accessible?</p> <p><b>PH</b> clarified that there is no law that states that every house in supported housing needs to be wheelchair accessible, but the Council have decided to make at least 10% of their new build properties wheelchair accessible and meet space standards.</p> <p><b>DB</b> explained that the Council have bought several properties that are not wheelchair accessible, but they understand that more wheelchair accessible properties are needed.</p> <p><b>PM</b> posed a question in relation to the £1M budget to buy-back homes - had it grown over time given the inflation associated with the property market?</p> <p><b>DB</b> to circulate information to the committee once answer has been provided. [subsequently it was confirmed that each year the budget is reviewed to ensure it was affordable when compared to other key priorities. Relatively, it has reduced over time as more investment was needed in existing homes.]</p> <p>In response to <b>MM's</b> question in relation to what happens to the adapted properties that become vacant and whether they are readjusted for anyone to live in them, <b>PH</b> clarifies that the properties</p>	

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	that have been adapted can be re-configured, but the preference is to find another household that requires those adaptations.	
<b>6</b>	<b>AOB – Date &amp; time of next meeting</b>	<b>Chair</b>
	<p><b>SW</b> shared a presentation regarding the forthcoming inspection by the regulator in May 2024, and that will be circulated to the members.</p> <p><b>PR</b> raised a question in relation to why the new heating contract with Aaron Services was not brought to TLC before being agreed. It was agreed to include this on the new TLC issues log – for scrutiny.</p> <p><b>AF</b> wanted the Council to clarify whether Aaron Services Limited are partners of Cardo Group.</p> <p>Once an answer is received for both these questions, they will be circulated to the members of the committee, via the issues log.</p> <p>Members of the TLC then engaged in a scrutiny activity which was organised by <b>SP</b>. This was for TLC to prioritise what areas they wanted to scrutinise next. This was done via a voting system with 3 dots each! [the results were in order of preference: Further dive into the repairs service, assessing the customer engagement approach and having a Focus Group on complaints.]</p> <p><b>Date of Next Meeting</b></p> <p><b>25<sup>th</sup> April 2024.</b> This meeting will be operating as a hybrid meeting to allow anyone unable to get to The Forum to participate.</p>	