

**Freebridge Tenant Panel Meeting Notes
Friday 14 December 2018 at 10.15 am in the Barn**

Present	Richard Maun (Tenant Panel Facilitator); Governance Coordinator; Zana Balcuiniene; Frances Fox; Anne Manning, Sandy Peckover, Annette McGivern and Mick Harpley.	
1	<p>Welcome & Introductions and Apologies for absence</p> <p>There were apologies from Charlotte Beck, Carole Jackson and Stephen Lamprell.</p> <p>The Tenant Panel Facilitator and Tenant Panel welcomed Mick Harpley who had successfully joined the Panel and was attending for the first time.</p> <p>The Tenant Panel welcomed the Chairman of the Board Andy Walder.</p>	Action or Added Value?
2	Declarations of Interest – None.	
3	<p>Minutes of last meeting – November 2018 – The minutes were read and agreed as a true record.</p> <p>Matters arising</p> <ul style="list-style-type: none"> • Welfare Reform Update with Head of Housing and Customers Services was now on the work programme for 2019. • Complaints Panel session has been scheduled for March 2019 with the Communications Business Partner. • Joint Board and Tenant Panel Session being arranged. • The comments regarding the Annual General Meeting in the November minutes have been noted by the Governance Coordinator to consider nearer to the 2019 meeting. • The Chief Executive is scheduled to meet with the Panel around late Spring in the work programme. • The Governance Coordinator circulated a copy of the Asset Management Strategy on email to the Tenant Panel. 	
4	<p>Work Programme and Draft Meeting Dates for 2019</p> <p>The work programme for 2019 was noted and the meeting dates presented were agreed for 2019.</p>	
5	<p>Latest Recommendations Update</p> <p>The Tenant Panel noted the latest recommendations list update and the Governance Coordinator agreed to continue to liaise with officers on progressing them.</p> <p>The Governance Coordinator agreed to ask the Manager in charge of operatives who set timers for scheme lighting to consider checking them against sunrise and sunset as at least one scheme's lights were not coming on in sync with this data currently.</p> <p>Andy Walder shared he was aware of the recommendation by the Panel for Freebridge to ensure that there was a balance of communications for all areas with tenants, for instance not just community projects, this would be something the Board would be looking at in 2019.</p>	Gov Co

6

Annual Meeting with Andy Walder, Chairman of the Board

The Chairman wished to thank the Tenant Panel for their commitment and enthusiasm for the role that members had brought throughout the year. He shared that he had received a list of the areas that the Tenant Panel had considered during 2018 and was impressed by the amount that had been covered. In particular he had found the feedback that Stephen had provided following the Housing Minister consultation event in Norwich regarding the Green Paper on Social Housing helpful and interesting. The Chairman shared that having a Tenant Panel was fundamental to help Freebridge improve and work through discussions around different areas of the business, and it was something that was here to stay.

The Chairman shared that he had been re-elected as Chair of the Board, by the Board, for the second year and he had very much enjoyed his first year as Chairman. He shared the following points as an update:

- Key areas of focus were communications, engagement and development. He had a background in marketing and communications and it was important that Freebridge were engaging with all key players and groups in the local area. The Tenant Panel thought that this approach was a good idea. He added that there ~~was~~ were still conversations had with the public and organisations that ~~still presumed a link between~~ Freebridge and the Borough Council to council housing and this was something that needed to be improved so they understand what we do and what we are about.
- From next year the organisation would be moving to a five year business plan cycle. This was to get a better flow as some projects took longer than a year and it was felt it was a better way to plan ahead.
- The organisation was financially stable, and drivers for the business was going to be about improving housing stock, moving from decent homes work to a higher standard of home, helping to support communities and building new homes for people and not at any expense of each other being our strategic intent with all three standing together.
- Development Company Bridgegate Homes was now set up and would continue to look for potential sites to build on. Tenant Panel members commented that there was concern for villages that needed more homes, but there was a lack of infrastructure. The Chair shared that Freebridge would like to be the social housing partner of choice for development. Following a query from a Panel Member, the Chair advised that it was the strategic intent was to build only within West Norfolk.
- The Discovery Centre was now up and running in North Lynn, there was a good connection with the local school and community groups who were using it.
- Further papers from the Government following the Green paper would be expected in 2019.
- Freebridge will look to invigorate tenant engagement and continue with what we have in the Tenant Panel, Out and Abouts, Community events and build on that. There would be a joint session planned between the Board and Tenant Panel in February.

	<ul style="list-style-type: none"> • There would be more ongoing work around the Complaints Panel process. The Governance Coordinator advised that a session had been planned with the Communications Business Partner in March. • Health and Safety was a high priority for the business at all times. • Completion of Hillington Square would continue to be progressed. <p>The Tenant Panel thanked the Chairman for the update and opened up for queries from the Panel as follows:</p> <ul style="list-style-type: none"> • Following a query from a Panel Member the Chair advised that Freebridge had built in checks of smoke alarms within homes and buildings. • A panel member raised that Freebridge needed to improve its <u>day to day</u> communication with tenants. AThe Chairman shared that it was an area that needed improvement, and though Freebridge had good intentions, it sometimes needed to take simple steps to keep people informed and up to date. A Tenant Panel member suggested that perhaps Freebridge when making site visits should add on time to allow for this if possible. The Governance Coordinator agreed to feedback to the Communications Business Partner. <p>The Tenant Panel had no further queries and thanked the Chairman for his update. The Chairman thanked the Tenant Panel Members for their continued commitment and work on the Tenant Panel. The Chairman advised that he would be staying for the duration of the meeting.</p>	Gov Co
7	<p>Tenant Satisfaction, Quarterly Performance Feedback and Facebook</p> <p>The Communications Business Partner attended to provide information and feedback for the item. The Tenant Panel had received the latest quarterly performance sheet that had been received by the Board at their November meeting.</p> <p>The Communications Business Partner advised that the customer surveys continued to be done by the First Contact Centre of around 100 per month at random. The survey process also meant that no customer would be surveyed more than once during a four month period and it would only include tenants who had received repairs in the last six months. The latest satisfaction figures for repairs were 76% satisfied, and the target was 80%. It was hoped as the Property Services Improvement Plan was worked through that this would improve figures in turn and that should also have an effect on lowering the amount of complaints that were being received. He shared that tenants seemed to be <u>largely</u> happy with the work carried out, but Freebridge needed to improve its communications surrounding the process. He shared that satisfaction with neighbourhood was a difficult area to quantify, and there would be work to understand how this could be achieved through the Placeshaping work. Other figures were:</p> <ul style="list-style-type: none"> - Satisfaction with rent was 83%, target was 85% - Homes Satisfaction was 78%, target was 80%. - Being kept informed was 82%, target was 88% 	

	<p>The Chair shared that the performance information gave an indication of the trend of direction for the targets set. The Tenant Panel noted the information shared.</p> <p>The Governance Coordinator agreed to ask the Head of Housing and Customer Services of the approach Freebridge were taking in regard to those tenants who were struggling to pay their rent as a result of any Universal Claim delay.</p> <p>The Tenant Panel had wished to discuss the use of Facebook in communications with tenants with the Communications Business Partner. The Tenant Panel debated the good things and bad things about using social media. The Tenant Panel agreed to trial a new Tenant Panel communication on the Freebridge social media page. The Communications Business Partner advised that it would be trialled and fed back to the Tenant Panel as soon as possible. It was agreed that it would be used to compliment the same sort of information that was included within the Streets Ahead magazine, and in particular after each meeting. The Tenant Panel Facilitator thanked the Tenant Panel for their discussion which he felt had been really positive. The Communications Business Partner shared that he was happy to show Panel members how social media worked in the office. The Chair shared that from the Board's perspective Freebridge needed Facebook and it was good that the Tenant Panel had taken the decision to get involved.</p>	Gov Co
8	<p>Review of Group Contract and Draft Tenant Panel Development Plan</p> <p>It was agreed after review to add Confidentiality to the contract.</p> <p>The Tenant Panel welcomed the additional team presentations during the year as part of their development plan. The Governance Coordinator and Tenant Panel Facilitator agreed to create and roll out a guidance for teams and the Tenant Panel for their attendance, it would include 10 minutes team presentation, 10 minutes questions and then the team would depart. Any questions other than development ones for Senior Management would be collected only following the presentation and after the team presenter had left. It was agreed that it would be development only and not to pose specific queries of why things were done in a certain way, but to find out how things were done.</p> <p>The Governance Coordinator advised that the development plan would appear as an appendix to the Tenant Panel Update to the Board in February for their endorsement.</p> <p>The Tenant Panel Facilitator shared that the Away Day in the year was an opportunity for the Tenant Panel to have time in a different venue together and to focus on an area, and perhaps the Panel should consider where to be held in 2019 and feedback any ideas to the Governance Coordinator.</p>	
9	<p>Any Other Business</p> <p>The Governance Coordinator advised that the Support Manager had shared that they had wished to attend Tenant Panel to discuss Under-occupation and would be attending soon.</p>	

<p>10</p>	<p>Meeting Review – What did we do well?</p> <ul style="list-style-type: none"> • Difference subjects today, interested and good decisions. • Interesting. • Demonstrated to the Chair that the Panel take their role seriously and make questions. • Quite enjoyed it, bit different to what used to and a real eye opener, people outside don't realise what goes on. • Spectacular close to the year. • Decisive day. <p>The Chair advised that he had found it interesting, informative and interesting.</p> <p>The Tenant Panel Facilitator thanked the Panel for the hard work during the year.</p>	
<p>11</p>	<p>Next Meeting Date</p> <p>Friday 25 January 2019 from 9.45 am – 1.45 pm, in the Barn.</p> <p>Close 1.40 pm</p>	