

**Freebridge Tenant Panel Meeting Notes  
Friday 14 February 2020 at 10.00 am in the Barn**

<b>Present</b>	Richard Maun (Tenant Panel Facilitator), Governance Coordinator, Anne Manning, Sandy Peckover, David Harrison, Charlotte Beck, Mick Harpley, Inge Martin, Frances Fox and Hazel Raisbury.
<b>1</b>	<p><b>Welcome &amp; Introductions and Apologies for absence</b> The Tenant Panel Facilitator welcomed a member of the communications team who had come to observe.</p>
<b>2</b>	<p><b>Declarations of Interest</b> – None.</p>
<b>3</b>	<p><b>Notes of last meeting</b> – January 2020 – There were no suggested amendments.</p> <p>The Tenant Panel reviewed the group contract and confirmed that any extra queries following a meeting could be sent to the Governance Coordinator.</p> <p><b>Matters arising</b></p> <ul style="list-style-type: none"> <li>• The Governance Coordinator advised that anything that would be for discussion with the Director of Property would be covered by the Director of Corporate Services and Culture.</li> <li>• The Governance Coordinator shared that she was going to discuss the self-assessment in regard to the regulatory standards with Howard Burton, Business Assurance Manager which the Tenant Panel wished to understand more about. This had been as a result of a development slot on the Tenancy Standard where it was understood Freebridge self-assessed themselves for instead of it being part of the regulatory review. The Governance Coordinator will advise further, when they had spoken with him.</li> <li>• The Governance Coordinator confirmed that she has sent the best wishes message from the Panel to the Chief Executive following the January meeting.</li> <li>• The Governance Coordinator shared that she would continue to update internally concerning scheme entrance appearance.</li> </ul>
<b>4</b>	<p><b>Work Programme 2020</b></p> <p>The Tenant Panel Facilitator invited the Panel to raise questions for the Director of Corporate Services and Culture and email Helen by the end of February with any questions so she has time to consider and respond. The Governance Coordinator agreed to let them know.</p>
<b>5</b>	<p><b>Quarterly Update from the Board</b></p> <p>The Vice Chair of the Board attended to provide an update on the following issues.</p> <p><b>Chief Executive Recruitment Process</b> –The Tenant Panel confirmed that they were clear about the process for the recruitment of a Chief Executive.</p> <p>Following a query from a Panel Member the Vice Chair shared that the recruitment of Director of Property was currently on hold and no decision would be made on taking this forward.</p> <p>The Vice Chair shared that with Management Team covering the areas of Property Services it was the right strategy in terms of improvement at this time. In answer to a query about the Government’s Green Paper on Social Housing, the Vice Chair shared that there was due to</p>

be a white paper, and any changes required when it is available, Freebridge will need to be swift to react.

The Vice Chair wished to thank David who took part in the interviews for the Customer Service Committee where three tenant members had been successfully appointed. He reminded the Panel that the Customer Service Committee was a pilot. A Panel member asked how the Board would assess the criteria of how well the Customer Service Committee had operated and the Vice Chair shared that the objectives of the Committee would be assessed at the end of the pilot. The Vice Chair shared that good progress had been made at the Discovery Centre, all the spaces had been filled and there was now a nursery and work to the garden. He shared that Plaxtole House had now been demolished.

The Vice Chair shared that the Board had information on outstanding repairs at this time, which was linked to the issues of calling back. The Chief Executive shared that if we get repairs done and have good communication, satisfaction will be improved.

**6 National Tenant Voice**

The Chief Executive had wished to discuss a National Tenant Voice with the Tenant Panel.

He explained that since the Grenfell Tower and the Government's Social Housing green paper had stated that there should be an increase in the tenant's voice within the services that landlords provide.

He shared that the industry was part way through responding to a consultation by the National Housing Federation on a national charter and looking at the regulation of the consumer standards by the regulator, who only currently reviewed the viability and governance standards of landlords.

The Chief Executive shared that a colleague had covered a lot of work on a national level with tenants to try to coordinate whether it would be good to have a national tenant voice and they were interested to know what the Tenant Panel's views were.

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The Tenant Panel shared their views on a national tenant voice with the Chief Executive, and in general felt that Freebridge had good tenant involvement, and any funding for a national tenant voice may not directly benefit its own tenants as a smaller member.

The Chief Executive shared following a query that Freebridge were already aligned with other housing association, which were local. He shared that this was about national policy and improving consultation with housing associations so when the Government does create a policy for consultation, Freebridge could bring it to the Tenant Panel for discussion.

The Tenant Panel thanked the Chief Executive for his attendance and he left the meeting along with the Vice Chair of the Board.

7	<p><b>Development Slot – General Data Protection Regulations (GDPR)</b></p> <p>The Company Secretary/Deputy Data Protection Officer attended the Tenant Panel to provide information in the development session with the Panel.</p> <p>He shared information via slides with the Panel in regard to the General Data Protection Regulations (GDPR). He added that complaints regarding Data Protection were dealt with by the Information Commissioners Office (ICO).</p> <p>The Tenant Panel thanked the Company Secretary/Deputy Data Protection Officer for the presentation and they left the meeting.</p>
8	<p><b>Tenant Panel Reflection Time and Away Day Preparation</b></p> <p>The Tenant Panel discussed its away day in May.</p>
9	<p><b>Any Other Business</b></p> <p><b>Homechoice</b> – The Governance Coordinator agreed to speak to the Director of Housing about customer service of those who wish to enquire about Homechoice with the Borough Council but are told they have to telephone and are unable to discuss in person.</p> <p><b>Contractor synchronisation</b> – The Governance Coordinator agreed to speak internally regarding the synchronisation of those contractors who empty the recycling bins on schemes and those who separately come to clean as there had been instances after bank holidays of the cleaning contractor turning up before they had been emptied unable to do the work.</p> <p><b>Communications</b> – There were continuing conversations about the improvement of communications with customers and between teams at Freebridge. A Panel Member shared that the customer survey was now asking if there were any other issues which was a good idea and opportunity to raise any issues with communications</p> <p><b>Streetlighting</b> - There continued to be two lights on Grove Gardens that needed inspection, the Panel Member agreed to email the Governance Coordinator with details.</p> <p>The TP Facilitator thanked the Panel for highlighting these issues.</p>
10	<p><b>Meeting Review – What did we do well?</b></p> <p>Interesting.  Informative.  Interesting.  Conflicting.  All right.  Good.  Very Good</p>

	Topical.
<b>11</b>	<b>Next Meeting Date</b> Friday 27 March from 9.45 am to 1.45 pm. Close 1.45 pm