

Notes of the Tenant Panel Meeting

Held on 10 February 2022 at 10.00 am held virtually

Attendance – Chief Executive; Director of Customer and Communities, Customer Voice Lead, Governance Coordinator; Frances, Sandy, Charlotte, Anne, David, and Charlie.

Apologies – Roger and Charmaine

Declarations of Interest – There were none.

Review of Group Contract – This was noted.

	Item
1	To Approve January meeting notes.
	Approval was deferred to March.
2	Together with Tenants The Customer Voice Lead presented to share the Customer Charter document formatted to date with images following comments from the last Tenant Panel meeting. She added that the Charter will be shared with teams at Freebridge, included in the Streets Ahead Magazine, hard copies in reception areas and on Out and Abouts. The Customer Voice Lead shared with the Panel if they had any other ways, it could be shared to let her know. The Tenant Panel were satisfied with the draft presented. The Panel made the following comments regarding communicating the charter with tenants: <ul style="list-style-type: none">• That the charter could be shared at schemes via drop-in sessions with the Support Manager• Some tenants may wish to have a hard copy and may not go into the office.• Freebridge could link with Parish Council communication infrastructure to get it distributed.• Freebridge could send it out with the Streets Ahead Magazine. The Customer Voice Lead shared that moving forwards the Charter would form part of the Together with Tenants 4-point plan. Freebridge will be working with TPAS on the engagement framework. In response to comments made about the need to improve communication and comments about the level of contractor and sub-contractor use at Freebridge, the Director of Customer and Communities shared that it had made a commitment to tenants and would be expecting staff to take ownership of queries, and this was expected in the same way for contractors. The Chief Executive shared that the team were keen that there were some fixed outcomes for customers and this document sets out those expectations and help to drive forward better customer service. The Director of Customer and Communities shared that at a future Tenant Panel meeting statistics will be presented for comments that will help to track progress and provide feedback. The Director of Customer and Communications confirmed that it would be possible for the Panel members to come into the business and see how the teams work in person. The Panel felt this would be useful to experience and the Director of Customer and Communities agreed to arrange.

	<p>The Tenant Panel commented that they were pleased to hear that the team were looking to make a difference, and to meet the teams and measure how the improvements being put in place progress.</p>
3	<p>TPAS Proposal</p> <p>The Director of Customer and Communities shared slides regarding the TPAS re-engineering tenant engagement proposal. She advised that the work they do will help Freebridge achieve the key commitments laid out in the Customer Charter and Together with Tenants plan.</p> <p>In addition, the Director added that the work of TPAS will bring in more tenant voices.</p> <p>The Director of Customer and Communities shared that the Customer Service Committee pilot over the coming months would review the TPAS work. She added that the Board was due to discuss the membership of the Customer Service Committee at their meeting in February and a further update would be provided to the Panel at the March meeting.</p> <p>The Governance Coordinator agreed to post a hard copy of the proposal to all Tenant Panel members for information with the next agenda and slides from the meeting would be circulated on email.</p> <p>The following responses were provided from Tenant Panel queries as well as commented noted:</p> <ul style="list-style-type: none"> • TPAS will share best practice and what has worked well for other organisations in recruiting more tenants to engage with Freebridge. When more information is available on this aspect it will be shared with the Tenant Panel for input. • Comment that Freebridge should link up with existing groups in communities to feedback to Freebridge, Tenant Panel or Customer Service Committee • Comment that Freebridge should consider that tenants from different villages and areas will have similar issues so perhaps do mini surveys. • A Tenant Panel Member shared that in the past there was meeting held with the Board and it had worked well, one of the ideas at the time was where tenants were allowed to go in small groups and have a look at issues. • A Panel Member advised that younger tenants may not be able to attend during the day, and online meetings should be considered during an evening. • Following a query about going out in person to villages, the Director of Customer and Communities shared that Out and Abouts had been arranged now for 2022. <p>Following a query from a Panel member regarding how the work force feel about the project and the changes, the Customer Voice Lead shared that she had been to a few team meetings, and they were happy with the charter and were welcoming change.</p> <p>The Chief Executive shared staff were hoping for more improved system and processes to work to, so that they can provide better services to customers. It is part of the Great Place to Work project. Following a query, the Chief Executive shared that there was a new appraisal system and the improvements in the business being taken forward to give them the tools and clear direction that it is customer first in the jobs that they do.</p>
4	<p>Rent Increase Support Plan</p> <p>The Plan had been circulated and it was agreed to provide feedback at the next meeting.</p>
5	<p>Any Other Business</p> <p>Following a query about assistance to tenants who have been affected by the rising energy prices, the Director of Customer and Communities shared that the Rent Increase Support Plan includes this aspect.</p>
6	<p>What did we do well – Feedback from the Meeting</p>

	The Customer Voice Lead advised in response to a comment that it was important to get the Customer Charter right as the more that we can see consistent change it will be for the better, which will result in more trust and engagement.
7	Date of Next Meeting
	Thursday 10 March from 12 – 1.45 pm, via Zoom. Meeting Closed at 1.45 pm