

Housing and Homelessness Advisory Board

Tuesday, 1 October 2024

Report of the Portfolio Holder for Housing, Homelessness and Planning / Assistant Director - Neighbourhoods

Update on the Tenants' Conference 2024

Exempt Information

None

Purpose

To update the board on the success of the Tenants' Conference which took place on Monday 16th September 2024 at the Assembly Rooms and what actions are to follow as a result.

Recommendations

It is recommended that the Board endorse the next steps action plan and timetable set out in the report below.

Executive Summary

Tamworth Borough Council were proud to host its Tenants & Leaseholders Conference 2024 at the Assembly Rooms in Tamworth on Monday 16th September 2024, from 12 noon to 3:30pm. It was a full house with over 70 tenants and leaseholders in attendance.

Tenants and leaseholders came from all over Tamworth to attend the conference. Some used free transport to and from the venue provided by the Council. This meant those who are unable to drive could be given the chance to go.

With the Regulator of Social Housing's new approach to consumer regulation which came into force from 1st April 2024, the aims of this year's tenant conference were to put a spotlight on these regulatory changes and was a good start to rebuilding trust, improving tenant-landlord relationship, whilst continuing to putting tenants at the heart of the housing services we provide.

Background

The days agenda included:

- Welcome from Tina Mustafa, Assistant Director Neighbourhoods
- An opening presentation from the Council's Chief Executive, Stephen Gabriel

- Introduction to Tenant Consultative Group Chair, Iris Clements and tenant involvement video
- 2 Key Guest Speakers:
 - Yvonne Davis, Housing Regulator Expert who provided an update on Regulator of Social Housing new consumer standards
 - Linda Moir, former customer care expert for Richard Brandson shared insight into the importance of good customer service
- Celebrating our Tenants & Leaseholders Voice presentation from Tina Mustafa, Assistant Director for Neighbourhoods
- Closing presentation from the Council's Leader Carol Dean and Portfolio Holder for Housing, Homelessness and Planning, Ben Clarke
- Question & answer time for tenants and leaseholders
- Exhibition Information time with services across housing and external partners including repairs, income team, customer services, supported & sheltered housing, neighbourhood impact, police, fire service, Heart of Tamworth, CIC and more....

The full presentations and tenants' involvement video shown during the conference are available on the following links below:

<S:\Housing and Health Directorate\Housing\Board - tenants conference 2024\Tenant Conference 16 September 2024 final.pptx>

<S:\Housing and Health Directorate\Housing\Board - tenants conference 2024\Update on Consumer Regulation Yvonne Davies Slides.pptx>

<S:\Housing and Health Directorate\Housing\Board - tenants conference 2024\Linda Slides Tamworth 2024 V2.pptx>

<S:\Housing and Health Directorate\Housing\Board - tenants conference 2024\Tenant Conference Celebrating our Tenant Leaseholder Voice 160924.pptx>

<S:\Housing and Health Directorate\Housing\Board - tenants conference 2024\Tenant Conference - Final.pptx>

Each tenant and leaseholder had a free raffle ticket and a take home goodie bag which includes free donated gifts. 4 prizes included £30 gift voucher for Asda and one grand prize of a Samsung tablet.

Set out below is a summary of some of the questions and feedback were received from the tenants and leaseholders during the conference, which were answered by a range of Council Officers including the Chief Executive, Assistant Director for Neighbourhoods, Director for Communities and the Leader of the Council.

Summary of tenant & leaseholder questions
"How much did this conference all cost?"
"Are you going to open a reception area at Marmion House?"
"Will you consider energy saving measures for high rise households"
"I am partially deaf and accessing the council the best"
"We can't afford to pay the high-rise service charges within the time scales given"
"We are still experiencing anti-social behaviour where we live"
"The conference was interest and informative, but can we have more content specific to leaseholder"

Next Steps Action Plan & Timetable

Subject to approval, listed below is what will happen next following this year's conference.

1. Thank You Video to all tenants & leaseholders

As a way of thanking tenants, leaseholders and partner agencies for attending the tenants' conference and to provide those who could not attend the opportunity to see what went on, Council Officers are now preparing a short video which will include a wide range of photos taken throughout the conference (with consent from all participants). The video will also include details of a Tenant Consultation Roadshow event which is coming soon `Consultation on the Tenant Involvement & Consultation Strategy 2025-2030`.

The thank you video will appear on the Council's website along the presentations and tenant involvement video shown during the conference for all tenants, leaseholders, members, staff and partners to be able to access. The video will also be shared with staff, members and external partner too.

2. Communication Plan

The Council will publish a news article on the success of the tenants' conference 2024 on the Council's website, tenants open house magazine, member zone, social media, tenants' portal, press release, tenant group updates, staff newsletter etc.

3. Tenant Consultation Roadshow coming soon

The Council will be undertaking consultation with groups of tenants from across Tamworth with the aim of co-producing is new 5 year `Tenant Involvement and Consultation Strategy 2025-2030`. The final draft strategy will be presented to Cabinet for approval in February 2025.

Council Officers are currently preparing the roadshow programme timetable which will take place throughout November 2024 and will include visits to sheltered housing schemes for older persons, supported housing schemes for younger persons, high-

rise living residents' groups, Eringden for general needs living, and all the existing tenant groups.

4. Planning the next tenant & leaseholder conference

Starting in summer 2025, Council Officers will commence plans for preparing for the next tenant and leaseholder conference and will take into consideration the feedback we received during this year's conference from tenants and leaseholders:

- Having a conference later at night to accommodate those who work during the day in addition to one during the day
- Have more content/presentation specific to leaseholders
- Hold bi-annual conferences due to the cost and time involved

Action Plan Timetable

All final plans for the next tenant and leaseholder conference will be subject to the normal Council approvals.

1.Tenants Conference thank you video – on council's website along with links to conference presentations. Video will also be shared with members, staff and external partners too that joined the conference.	October 2024
2.Communication Plan – sharing the success of the tenants' conference 2024	October 2024
3.Consultation Roadshow - with groups of tenants from across Tamworth with the aim of co-producing is new 5 year `Tenant Involvement and Consultation Strategy 2025-2030`.	November 2025
4.Planning for next tenants & leaseholder conference	Summer 2025
5.Seek the normal Council approvals - for final plans for next tenant and leaseholder conference	Autumn 2025

Report Author

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