



Chair: David Light  
 Vice Chair: David Chafe  
 Communications: Monica Gill

**TACT (Tenants and Council Together)**  
**Minutes of meeting held on Thursday 22<sup>nd</sup> July 2021, 10am**  
**The Walton Room/MS Teams**

**Attendance;**

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| David Light        | Stanmore           |
| Monica Gill        | Central            |
| David Chafe        | Stanmore           |
| Sue Green          | Stanmore           |
| Sandra Salter      | Winnall            |
| Lizzie Christian   | Stanmore (Virtual) |
| Joshua Christian   | Stanmore (Virtual) |
| John Bond          | Weeke              |
| Lin Mellish        | Kings Worthy       |
| June Glass         | Winchester         |
| Chris Bone         | Abbotts Barton     |
| Carole Bull        | Abbotts Barton     |
| Gillian Gutteridge | Central            |
| Nick Hancock       | Hyde               |
| Julian Perkins     | Hyde               |

**Guests;**

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| Cllr Kelsey Learney     |  |
| Cllr Caroline Horrill   |  |
| Amber Russell (Virtual) |  |
| Michelle Smith          |  |
| Lucy Spence             |  |
| Janette Palmer          |  |

|          |  | <b>Actions</b> |
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| <b>1</b> | <p><b>Welcome, Introductions and Apologies</b><br/>           The Chair welcomed all to the meeting and explained the housekeeping rules, and then handed over to the new TACT Chair – David Light.</p> <p>Apologies have been received and accepted from;</p> <ul style="list-style-type: none"> <li>○ Tony White</li> <li>○ Ted Shepherd</li> <li>○ Deanne Adams</li> <li>○ Valerie Adcock</li> <li>○ Doug Dobson</li> <li>○ Sheila Burns</li> </ul> |                |

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| <p>2<br/>2.1<br/><br/>2.2</p> | <p><b>Minutes of Meeting on 24<sup>th</sup> March 2021</b></p> <p><b>Corrections</b><br/>None</p> <p><b>True Record</b><br/>Minutes proposed as being a true and accurate record of the meeting agreed by all present.</p>  |  |
| <p>2.3</p>                    | <p><b>Matters arising / actions from previous meetings</b></p> <p>It was reported that tenants are still experiencing various issues with bin collections, and that an update from Martin Taylor, Contracts Manager is needed. Janette Palmer reminded tenants that the Complaints System is there for tenants to use, and encouraged them to formally complain so that these issues can be monitored and tracked effectively. M Gill agreed to raise issues via complaint system. <b>Complete:</b> Complaint dealt with effectively via formal process. Confirmed by M Gill.</p> <p>Also, tenants from Simonds Court and Hillier Way specifically asked if tenants who live there could be reminded to move their bins from pavements and roads once they have been emptied, as some remain left there for some time causing obstructions. Amber Russell took this as an action and will pass to Rebecca Hallett in Neighbourhood Services. <b>Update:</b> requested to R Hallett by A Russell on 2/8/21 <b>Complete:</b> Letter sent out</p> <p>A tenant requested that information for Neighbourhood Services including team members and contact numbers, be circulated to Simmonds Court. As they have no common room this information has not been shared with the tenants who live there, and staff changes mean that they do not recognise new members of the team. <b>Update:</b> requested to R Hallett by A Russell on 2/8/21 <b>Complete:</b> leaflets sent out</p> <p>Amber Russell responded that a leaflet had been circulated to all tenants approximately a year ago, but that it needs to be updated to reflect changes. Also, an organisational chart including names and photos is in progress and waiting to be approved. Amber to request that Rebecca Hallett resend the leaflet once it has been updated. Some TACT members stated they had not received the original one.</p> <p>All other matters arising from the previous minutes were actioned and updates recorded in the minutes.</p> | <p>Action<br/>M Gill</p> <p>Action<br/>A Russell</p> <p>Action<br/>A Russell</p> |

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| 3 | <p><b>Hyde Gate Issues</b></p> <p><b>Potential Changes to Area – Hampshire Chronical Article</b></p> <p>The Communications Officer highlighted that a recent article in the Hampshire Chronicle made reference to plans to regenerate the Hyde Gate area, including converting the tenant common room into a café or exhibition space. The article explained that the Hyde 900 Group are steering these ideas to preserve the historical area, and they were quoted fully in the article.</p> <p>Following publication, the Communications Officer had received a number of calls and messages from concerned Hyde Gate tenants, particularly regarding the common room and its usage, and the limited parking in the vicinity.</p> <p>Two tenants from Hyde Gate joined the meeting today, to explain their concerns fully. It was discussed that the common room is used frequently by tenants for a wide range of activities in both the day and evening, which cover many social themes including coffee catch ups, themed parties and meals, and general opportunities to meet with others and combat loneliness and social isolation.</p> <p>It was stated that Hyde 900 did not appear to appreciate how often this room is used and how vital it is to the Sheltered Tenants who live in Hyde Gate, and also to other tenants in the area who like to join them for activities. It was expressed that if this venue was taken away, it would have a serious detrimental effect on those who currently use it, especially to those who live alone.</p> <p>The Hyde Gate tenants also voiced concern regarding the traffic in the area, and the lack of parking that is already a problem. Encouraging more to the area will cause further problems to those who live there. It was suggested that another area be looked at if a café and parking were to be installed as part of this project, perhaps at the end of Saxon Road or within the park.</p> <p>A TACT member present stated that they were a member of the Hyde 900 Group, and had been surprised by how complementary the visual plans were, and encouraged TACT members to look at them and then make up their minds.</p> <p>Prior to the meeting, Gilly Knight Head of Housing, had passed a comment regarding the article to the TACT Committee by email as follows: <i>Please reassure tenants that the Council has no current plans to convert the Hyde Gate common room into a community exhibition space and café. And that any such changes would always be in consultation with tenants.</i></p> <p>In the meeting, Cllr Learney confirmed that she had met with Hyde 900 to discuss their ideas, following which she listened to feedback from local tenants</p> | All Tenants |
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| <p>which indicated that it was a bad idea for the reasons stated above. As such, there are no current plans to change the area or the common room.</p> <p>One TACT member said they felt it was important to look after the past, in terms of areas of historic value, but that you also have to preserve the future as well.</p> <p>As an aside, one member from Hyde Gate wanted to commend and praise the WCC Gardeners - particularly Molly – for keeping the Hyde Gate garden areas immaculate and to a very high standard. M Smith agreed to pass on this feedback to the contract manager <b>Complete:</b> Passed to Caroline Robinson (WCC) 05/08/21</p> <p><b>Collapsed Ancient Wall</b></p> <p>A second item was discussed regarding the ancient wall in Hyde Gate which has recently collapsed. An extensive area of rubble now remains along the river, which has been cordoned off to pedestrian access.</p> <p>Hyde Gate tenants requested an update, to know when the wall will be repaired.</p> <p>Amber Russell confirmed that a structural report had just been completed by WCC (Steve White), which had been passed to the Environmental Heritage Team for review. Cllr Learney expanded by saying that WCC want to repair the wall as soon as possible. But there is a lot of interest in the wall nationally, due to its age and historic value as it dates back to the time of King Alfred. As such, the repairs and stone work have to be handled carefully and sympathetically. Historic England are involved, and it can be a slow process to understand next steps.</p> <p>However, both were sympathetic to the concerns of the local tenants, who also raised that anti-social behaviour has increased since the wall collapsed. West View service users are no longer able to use their usual access routes, and there are continued issues with their unacceptable behaviour. One tenant asked if West View will remain occupying the building in the future.</p> <p>Cllr Learney stated that West View is an important facility for the city, for those who need to access its support, and there are no plans to close it. Amber Russell continued to add that the council are still working closely with the Management of West View and the police too, to keep the communication flowing. Any incidents should be raised with the Police by calling 101, or reported to Neighbourhood Services.</p> <p>Amber confirmed that the site of the damaged wall had been made as secure as possible, to discourage people from accessing it. However, it is impossible to prevent this completely if someone is determined to trespass. Amber stated</p> | <p>Action<br/>M Smith</p> |
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|          | <p>WCC are investigating CCTV options, to be installed temporarily, in the hope that security cameras may deter people further.</p> <p>Amber also agreed to ask Neighbourhood Services to increase their visits to the area, and will see if they have received any incident reports. <b>Update:</b> Request made to R Hallett by A Russell 23/07/21</p>  | <p>Action<br/>Amber<br/>Russell</p> |
| <p>4</p> | <p><b>Michelle Smith – Tenant Involvement Officer</b><br/>Introduction to Communications Scrutiny<br/><i>A presentation was sent to all TACT members prior to the meeting. It was noted that this contained an error – the final scrutiny report was handed in during October 2019, not 2020.</i></p> <p>Michelle gave an overview on the principles of tenant scrutiny, and how this works in WCC Tenant Involvement. This included an explanation of training provided, how long a scrutiny lasts for, and the types of subjects covered. Michelle then spoke about the most recent tenant scrutiny project which covered Communications, and had delivered 67 recommendations for service improvements. This scrutiny project was supported by Michelle in a co-ordination capacity, and chaired by Monica Gill. 9 Involved Tenants formed the group.</p> <p>The final report was handed to the Head of Housing in November 2019. However, the Covid19 pandemic had delayed the responses due to a change in priorities. Michelle explained that the purpose of today’s presentation was to update TACT with regard to the successful outcomes as a result of the project.</p> <p>This has included:</p> <ul style="list-style-type: none"> <li>• Positive changes to the Complaints Procedure, including comprehensive staff training, a dedicated complaints email address and also a tenant focus group.</li> <li>• 18 technical changes to the digital portal – now known as ‘My Winchester Tenancy’ which have improved usability and function for tenants.</li> <li>• The retirement of the ‘Tenant Voice’ publication, which has been replaced with more cost effective and timely alternative newsletters, including via email.</li> </ul> <p>These changes are all due to the feedback given by tenants in the Communications Scrutiny, and thanks were given to all those who took part.</p> | <p>All Tenants</p>                  |

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|   | <p>Comments:</p> <p>A member of the Scrutiny group at the meeting, gave thanks to Michelle for the facilitation and admin support during the project, and also stressed what an interesting and enjoyable experience it was to be involved (from a tenant perspective). They explained that the time commitment was approx. 1-2 meetings per month, and they encouraged others to get involved in the next scrutiny when it commences in 2022.</p> <p>Cllr Horrill also commended the project, and explained that she had been involved at the commencement, and had supported the subject areas investigated wholeheartedly. She continued that the content was so valuable, particularly in the current climate.</p>  |             |
| 5 | <p><b>Amber Russell –</b><br/>Communications Scrutiny Update<br/><i>A presentation was sent to all TACT members prior to the meeting.</i></p> <p>Amber followed on from Michelle to expand on further improvements which have been implemented from the Communications Scrutiny recommendations:</p> <p>Amber explained that the report had helped to shape the Housing Business Plan following its submission, and the insight and feedback it contained was very useful for the Senior Management Team. As a consequence:</p> <ul style="list-style-type: none"> <li>• The Induction Training for new starters has been strengthened, and is now up to 6 months support and guidance from Team Managers and colleagues.</li> <li>• The Customer Housing Standards have been refreshed, and the Corporate Charter too.</li> <li>• The Hampshire Home Choice portal has been upgraded to incorporate the improvements stated, and is now easier for tenants to use.</li> <li>• The Tenant Handbook has been updated, and is being refreshed more frequently.</li> <li>• The Housing Hub – this has now moved upstairs to sit with the Housing Department Staff, and has meant communication and training is easier for the Hub staff. A new rota means there is always someone available from the Housing Team to support them.</li> <li>• A new telephony system is being trialled, which may offer an enhanced telephone service to tenants.</li> </ul> | All Tenants |

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|   | <p>Amber finished by thanking the tenants and Tenant Involvement for all the work done to complete the project.</p> <p><b>Questions</b></p> <p>Q. A TACT member asked about reception and how easy it is to access help if needed? Are Housing Staff on hand to answer queries, and is there a direct phone line to the Housing Department?</p> <p>A. Amber responded that the Customer Service desk will greet anyone in reception, and ask if they need help. There is a PC available for the public to use, and a phone and a tablet too. There is also always someone on hand in the office to come and speak to you as well. Amber suggested that the TACT member may like to visit and they can do a walk round together, to review the set up and note any scope for improvements, which the individual agreed to.</p>  |  |
| 6 | <p><b>Janette Palmer – Housing Policy and Projects Manager</b><br/>Asset Management Strategy<br/><i>A presentation was sent to all TACT members prior to the meeting.</i></p> <p>Janette explained the overall aim of the Asset Management Strategy is to :</p> <ul style="list-style-type: none"> <li>• Ensure that WCC housing stock is well maintained and meets the current and future needs while being sustainable and affordable.</li> </ul> <p>The presentation outlined all the tenant consultation that has taken place to shape the Asset Management strategy. This has included Digital Surveys and briefings to TACT.</p> <p>Key Emerging Issues have been identified:</p> <ul style="list-style-type: none"> <li>• Supply of affordable housing</li> <li>• Climate emergency</li> <li>• Ageing population</li> <li>• Impact on decent homes standards of `The Charter for Social Housing Residents' White paper - Nov 2020</li> <li>• Changes to the building safety regime</li> </ul> <p>Janette went on to explain the Action Plan outlined in the strategy, to address these issues. At a high level, this includes:</p> <ul style="list-style-type: none"> <li>• Increase the supply of new homes</li> <li>• Ensure all homes are energy efficient and affordable to run</li> <li>• Meet current and future housing needs</li> <li>• Provide decent homes</li> </ul> |  |



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|   | <ul style="list-style-type: none"> <li>• Ensure that tenants feel safe</li> </ul> <p>The presentation concluded with a list of key performance indicators which will be used to measure the effectiveness of the Asset Management Strategy.</p> <p><b>Questions</b></p> <p>Q. A tenant asked about the Older Persons Housing category, and which properties this covers? Namely as some older bungalows are not fit for older persons to live in them, due to single door exits or high windows.</p> <p>A. Janette responded that bungalows meeting needs of older people are included. Hampshire Fire and Rescue provide a free 'Safe and Well' visit if residents have concerns about how to evacuate in the event of fire for people over the age of 65 years. Following a visit details to be considered in the event of a fire would be held on Hampshire Fire and Rescue systems which could be accessed in the event of a call out.</p> <p>Cllr Horrill commented that several tenants in her parish who live in older style housing have voiced their concerns regarding fire safety. Therefore can this information and contact details be circulated to all Councillors? Janette agreed to send this out, and also to any at the meeting who required it. Complete: sent to Cllrs Learney and Horrill – 23.07.21</p> <p>Q. A tenant asked how the potential merging of Property Services with the Estates Department will affect the service to tenants.</p> <p>A. Janette responded that there should be no difference from a tenant/service perspective as it is only a change in Line Management responsibilities. Officers from Property Services will still attend Housing meetings as they do now. Property Services maintenance teams will still be dedicated to tenant properties, and the HRA will remain as funding for tenant services only. TACT requested that they would like Gilly Knight as Head of Service for Housing, to speak to them in more detail about this at the next meeting (agreed).</p> <p>Q. A TACT member asked if a more detailed breakdown of assets and how they will be managed could be presented at another TACT meeting.</p> <p>A. Janette agreed to this, and will attend a future meeting with this information.</p> | <p>Action<br/>Janette<br/>Palmer</p> |
| 7 | <b>TACT Vice Chair Election</b>   | All Tenants                          |



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|   | <p>Following the TACT Committee elections in May 2021, the position of Vice Chair has remained vacant. At the TACT Support meeting in June, David Chafe proposed himself for the role.</p> <p>A show of hands was taken at the meeting today, with a majority in favour of David's election.</p> <p>David will now take up the position of Vice Chair for TACT.</p>   |                             |
| 8 | <p><b>SDG Updates</b></p> <p>Lucy Spence explained that tenant numbers for both groups have recently reduced, and so it has been decided to combine them for the next meeting. This will be scheduled for September. Lucy welcomed any new members for either the Repairs and Maintenance or Housing Management service delivery groups. Please contact Tenant involvement if you would like to become involved.</p>  | All Tenants                 |
| 8 | <p><b>Any Other Business</b></p> <ul style="list-style-type: none"> <li>Involved Tenant 'Thank You' event. Michelle Smith asked all present if they would prefer to delay this event until Summer 2022 (rather than Christmas 2021) to allow for the Covid 19 risk to significantly reduce. All TACT members present were in favour of this, and an event will now be planned for next year.</li> <li>A tenant raised that they had contacted the Chichester Care Line in error, but that it had taken 8 minutes for them to answer the emergency call. They would like this raised with the Sheltered Service and would like to know the stated response times, as this seemed far too long. Janette agreed to take this action. Complete. Raised with Amber Russell 23.07.21. Amber will report back the expected response times.</li> <li>A tenant asked if there are any plans to address the need for 4 bedroom homes for larger families? Particularly as they know of several families in The Valley who require larger homes. Cllr Learney responded that the council are looking at a scheme for housing larger families. Cllr Learney also added that there is currently a surplus of 2 bedroom flats available, but that the demand is for 2 bedroom houses with gardens. Janette added that the Housing Register is always reviewed prior to new builds commencing, to review the type of housing demand at the time.</li> <li>A tenant gave some feedback on Chesil Lodge, stating that they have close family living there who are very happy with it. However, they are</li> </ul> | Action<br>Janette<br>Palmer |

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|   | <p>very concerned by the heating system installed and the lack of ventilation in the building, as the temperature is often far too high. They referenced an individual tenant who is experiencing problems with the high temperature in their apartment, and it is stated on their Carer notes that their body temperature is too high to be healthy for them. The heating system has been checked in their room, and is ok, but the overall building is made of glass. Tenant very concerned that there is not adequate cooling systems in place to counter this choice of building material. Janette agreed to pass this feedback Housing Teams. Action – Complete. Raised with Amber Russell 23.07.21. Amber will also contact Sandra to discuss.</p> <ul style="list-style-type: none"> <li>• A tenant mentioned they attended the planning meeting for the new Winnall flats, and had heard that they may not be filled completely by WCC. Is there a possibility that other agencies may fill these new flats with their tenants? If so, does this increase the likelihood of anti-social behaviour, depending on the agency? E.g. Service users who have alcohol or drug related issues. Cllr Learney answered that no, this should not be the case. Those flats not filled by WCC tenants will be allocated to keyworkers in the city, and some will be part ownership.</li> </ul> | <p>Action<br/>Janette<br/>Palmer</p> |
| 9 | <p><b>Forthcoming Meetings</b></p> <p>Thursday 23<sup>rd</sup> September – 2-4pm</p>   |                                      |