



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

**TACT (Tenants and Council Together)**  
**Minutes of meeting held on Thursday 17 March 2022, 10.30am**  
**The Walton Room/MS Teams**

**Attendance:**

David Light (Chair)	Stanmore
David Chafe (Vice Chair)	Stanmore
Monica Gill (Communications)	Central
Lin Mellish	Kings Worthy
Chris Bone	Abbotts Barton
Gillian Gutteridge	Hyde
John Bond	Weeke
Linda Blyth	Stanmore
David Blyth	Stanmore
Valerie Adcock	Stanmore
Sue Green	Stanmore
Carole Bull	Abbotts Barton
Ted Shepherd	Denmead

**Guests:**

Amber Russell	Service Lead - Housing Operations & Community Safety
Gilly Knight (virtual)	Corporate Head of Housing
Sarah Wallis	Housing & Social Inclusion Manager
Sandra Tuddenham	Neighbourhood Services & Community Safety Manager
Jo Fletcher	Head of Engagement, Osborne
Janette Palmer (virtual)	Housing Policy and Projects Manager
Lucy Spence	Tenant Involvement Officer
Dee Jenkins (virtual)	Housing Projects & Performance Manager
Councillor Caroline Horrill	

		<b>Actions</b>
<b>1.</b>	<b>Welcome, introductions and apologies</b>  Apologies; <ul style="list-style-type: none"> <li>▪ Julian Perkins</li> <li>▪ Jackie Jones</li> <li>▪ Sandra Salter</li> <li>▪ Councillor Kelsie Learney</li> </ul>	
<b>2.</b>	<b>Minutes of meeting on 20 January 2022</b>	
<b>2.1</b>	<b>Corrections</b>	

<p><b>2.2</b></p>	<p>a) Page 3, bullet 2 – amend “nest” to read “next” b) Item 2 – amend heading to read “minutes of the meeting on 24 November 2021”</p> <p><b>True record</b> Minutes proposed as being a true and accurate record of the meeting agreed by all present.</p>	<p>Amended Amended</p>
<p><b>2.3</b></p>	<p><b>Matters arising - actions from previous meeting</b></p> <p>a) Page 7, item 8 – signage at The Valley. Whilst some signage has now been provided, it is not considered to be suitable. Amber Russell will take this up with Fiona Churcher, Estates Compliance Officer.</p> <p>b) Page 7, item 8 – cleaning at Hyde Gate and Godson House. The TACT member who reported that cleaning staff were using the common rooms to prepare their lunches confirmed that Fiona Churcher had contacted her to advise that this was not permissible. They are only allowed to use the toilets. <b>(Update from Fiona Churcher who raised this with YBC several weeks ago:</b> Advised YBC they are not permitted to use residents’ facilities for preparing or eating their lunch. Hopefully this has been resolved as a result. No further complaints have been received since raising the matter with YBC).</p> <p>c) Another TACT member noted their ongoing dissatisfaction with the standard of cleaning at their sheltered scheme and was advised that since the cleaning contractor was expected to attend the TACT AGM in May, there would be an opportunity to raise concerns directly with them.</p>	<p>Amber Russell</p>
<p><b>3.</b></p>	<p><b>Neighbourhood Services Engagement Programme – Amber Russell, Service Lead - Housing Operations &amp; Community Safety &amp; Sandra Tuddenham, Neighbourhood Services &amp; Community Safety Manager</b></p> <p><b>Presentation</b></p> <p>Amber Russell introduced Sandra Tuddenham. Sandra confirmed that the Neighbourhood Services Engagement Programme was presented to the Business and Housing Policy Committee on 1 March and was well-received. Feedback from TACT members would also be welcomed:</p> <p>a) The Neighbourhood Services and Community Safety team is jointly funded by the General Fund and the HRA. Responsibilities include leading on community safety and the council’s statutory duties in</p>	

	<p>relation to crime, monitoring contractor compliance (such as the grounds maintenance contract) and tackling fly tipping.</p> <p>b) Identified within the 2022-23 HRA budget is £300,000 to address issues arising from the Housing White Paper. This includes funding for two new posts in the Neighbourhood Services team.</p> <p>c) The two posts, both Neighbourhood Services Engagement Officers will focus on delivering community engagement opportunities across the district and they will have shared responsibilities as well as individual specialisms.</p> <p>d) Shared responsibilities will include working with partner agencies to achieve identified community outcomes, community events, city and town forum patrols, street meets and walkabouts, campaigns and liaison with schools, community centres and neighbourhood forums.</p> <p>e) In terms of specialisms, one post holder will be the single point of contact for Winchester University and the district's colleges; the other for the Parish and Town councils.</p> <p><b>TACT comments and questions</b></p> <p>a) In response to a question about whether the role of the Neighbourhood Services Officers included tackling littering, Sandra Tuddenham explained that littering in communal areas is reported and fixed penalty notices issues when appropriate. Littering hotspots can also be targeted by the team. A TACT member gave an example of littering which had not been cleared and Sandra said she would arrange for an officer to contact them directly.</p> <p>b) A TACT member asked about an article in the Hampshire Chronicle the previous week about the use of HRA funding. Gilly Knight said she was not familiar with the article but would check on what was reported. Councillor Horrill said she thought this article relates to the work on the Tower Street property that has been to cabinet recently. The expense relates to renovations and lost rent.</p> <p>c) Does the Neighbourhood Services team tackle graffiti? Sandra advised that this is dealt with by the Special Maintenance team and that she would be happy to take up any issues with them if she could be provided with further details.</p> <p>d) A query was raised regarding the alleged theft of items from a sheltered housing scheme. Amber Russell confirmed that the issue had already</p>	<p>Sandra Tuddenham</p>
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	<p>been addressed but that she would be happy to discuss again outside the meeting.</p> <p>e) A question was asked about the estate walkabouts and whether they would take place outside of office hours. Things like parking issues are not a problem during the day. Sandra replied that it's just as important for residents to let the team know their concerns and issues. And specifics can be looked into on an individual basis. In terms of parking, schemes do need resident consultation to help look at appropriate actions. Local ward members, PCSOs, and local residents will all be invited to the walkabouts and they will be promoted in the area. A further question was asked about the new community engagement officers and whether they will be allowed to attend events such as coffee mornings. Sandra confirmed that they would, and that they would also attend TACT to update the group when appropriate.</p> <p>f) A query about residents drive ways and stones over spilling onto pavements. Sandra said that the team will knock on doors and contact landlords.</p> <p>Amber Russell thanked TACT members for their valuable feedback. Once in post, the new Neighbourhood Services Engagement Officers will attend TACT to discuss their roles in further detail.</p>	
<p>4.</p>	<p><b>Tenancy Sustainment Service and the Assist Scheme – Amber Russell, Service Lead - Housing Operations &amp; Community Safety &amp; Sarah Wallis, Housing &amp; Social Inclusion Manager</b></p> <p><b><i>Presentation</i></b></p> <p>The Chair welcomed Sarah Wallis to her first TACT meeting. In addition to outlining progress to date of the Tenancy Sustainment Service, Sarah updated TACT on the Assist Grant, which was developed with the help of involved tenants through a focus group in March 2021.</p> <p>a) Sarah confirmed that copies of her presentation were available to anyone who would like one, and that there would be further presentation on the work of the Tenancy Sustainment team at a future date.</p> <p>b) The Tenancy Sustainment Service was established in 2019 and has recently been reviewed. The original team has been restructured and additional posts added with an emphasis moving forward very much on prevention rather than crisis work. One of the new posts will focus on providing support to households in the private sector, and a Financial Inclusion Officer will provide specialist support for households with</p>	

	<p>complex benefits issues. A Wellbeing and Inclusion Officer will work with sheltered housing residents and officers to provide activities, as well as focussing on wider projects to promote digital inclusion and reduce isolation.</p> <p>c) In terms of the Assist Grant, new guidance is now in place with care taken to ensure that the grant does not duplicate what is provided by other funds. Over 50 referrals have been received so far and a total spend so far of £20,000.</p> <p>d) Priorities through 2022-23 will focus on developing joint working with local partners and stakeholder to identify gaps in support provision and procure specialist services.</p> <p><b>TACT comments and questions</b></p> <p>a) A TACT member asked what the council was doing to support refugees from Ukraine. Gilly Knight confirmed that Government guidance was currently awaited, but that the council would be looking to welcome people seeking refuge from Ukraine, as it had done previously for those seeking refuge from Afghanistan.</p>	
<p>5.</p>	<p><b>Osborne – Update on Feedback: Customer Experience – what is important to you? – Jo Fletcher, Head of Engagement, Osborne</b></p> <p><b>Presentation</b></p> <p>The Chair welcomed Jo Fletcher, who was attending to update TACT following her presentation at the meeting in November 2021:</p> <p>a) At the meeting in November, TACT members were asked what their top three priorities would be in relation to service delivery to customers. The priorities they identified were: communications, understanding what they could expect from Osborne staff whilst on site, and arrangements for reporting repairs.</p> <p>b) In response, Osborne have reviewed their processes around communication with customers to ensure that they are kept up to date about work at their homes. A set of service standards have been introduced (e.g. introducing themselves to customers, showing ID, where they park whilst on site) and they are being introduced through a training programme for Osborne staff.</p> <p><b>TACT comments and questions</b></p>	

	<p>a) A TACT member complimented an Osborne operative who attended their home to address a longstanding problem with a front door.</p> <p>b) Another TACT member was less complimentary about Osborne when they were told they'd have to make do with issues affecting the hot water supply to their wet room. The shower was eventually replaced after a further delay. Jo Fletcher advised that there had been staffing shortages as a result of the pandemic and difficulties in covering staff sickness, but that this was now gradually being addressed.</p> <p>c) Councillor Horrill asked whether the new Osborne service standards had been shared with the council's tenants. Not as yet, but they will be published once finalised.</p>	
<p>6.</p>	<p><b>Landlord Lettings Policy – Amber Russell, Service Lead - Housing Operations &amp; Community Safety</b></p> <p><i>Presentation</i></p> <p>a) Amendments to the council's Landlord Lettings Policy were considered by the Business and Housing Policy Committee on 1 March.</p> <p>b) Each local authority member of Hampshire Homechoice has its own Scheme of Allocation, and as a stockholding authority, the council also has its own Landlord Letting Policy.</p> <p>c) The Landlord Letting Policy ensures that council properties are let consistently and fairly. It was reviewed during 2021 in response to a small number of challenges around the allocation of older persons housing and as a result, there have been some minor amendments to the policy. The amendments have yet to be finalised, and Amber Russell invited TACT members take some time to consider them, and provide feedback when convenient.</p> <p>d) The following changes are proposed:</p> <ul style="list-style-type: none"> <li>▪ A new clause has been added providing a timescale for when a decision to refuse an applicant for a property will be reviewed</li> <li>▪ A new section has been added outlining the advice and support that will be offered to those seeking council housing. E.g. access to translation services and assistance for applicants with identified vulnerabilities</li> <li>▪ Further clarification on the age restrictions for sheltered housing and housing designated for older persons. I.e. applicants must be aged 60 or over, and other members of their household aged 50 or over. Exceptions will be considered on a case by case basis</li> </ul>	

	<ul style="list-style-type: none"> <li>▪ The section on hard to let properties has been expanded to provide additional criteria for allocation. This is particularly relevant for two-bedroomed general needs flats</li> <li>▪ The categories of grounds for refusal have been clarified and strengthened.</li> </ul> <p><b>TACT comments and questions</b></p> <p>a) What about absent tenants? Amber Russell confirmed that non-occupation of a council property was a breach of tenancy and is addressed in a separate policy.</p>	
<p><b>7.</b></p>	<p><b>Proposed addition to the constitution – anonymous voting form</b></p> <p>a) As a result of feedback received, a process has been set up that enables TACT representatives (at both TACT and TACT Support Group) to vote anonymously instead of a public show of hands.</p> <p>b) The Tenant Involvement Team would have a supply of forms ready to use if a subject arose that required a vote. The form would include headline details only, with the detail given verbally during the meeting and recorded in the minutes.</p> <p>c) There were no objections to the proposal.</p>	
<p><b>8.</b></p>	<p><b>SDG update</b></p> <p>a) Lin Mellish, Vice Chair of the Repairs and Maintenance Service Delivery Group advised that the forthcoming meeting of the combined SDG had been postponed, and would be rescheduled.</p> <p>b) As a result, there were no further updates to add.</p>	
<p><b>9.</b></p>	<p><b>Any other business</b></p> <p>a) An issue with bins has arisen which despite being reported to waste contractor Biffa, remains unresolved. When emptying the bins Biffa transfer rubbish from one bin to another causing rubbish to spill out. Amber Russell advised that she would raise the matter with the Environmental Services team, with a view to a member of that team attending a future TACT meeting to discuss the waste management service in further detail. Councillor Horrill noted that this is a district-wide issue that has been raised in the past, and asked that Gilly Knight also follow it up.</p>	<p>Amber Russell &amp; Gilly Knight</p>

	<p>b) A TACT member asked how to obtain information on setting their combi boiler to optimise gas and CO2 savings. This follows guidance published by Octopus Energy, but the combi boiler manual is unclear. Amber Russell will arrange for an officer from the Property Services Team to contact them and advise.</p> <p>c) A TACT member said that they had reported cold-calling by M.E.L Research to Trading Standards only to be told that they were undertaking a survey on behalf of Winchester City Council. They also had concerns about the researchers' communication which they said was poor. Amber Russell confirmed that a district-wide residents' survey is underway and that she would pass this feedback to colleagues who were managing the process, along with the contact details of the TACT member in case of further query.</p> <p>d) Lucy Spence, Tenant Involvement Officer reminded the meeting that Monica Gill will be stepping down as Communications Officer after the TACT AGM in May. Any nominations for the post should be forwarded to Lucy.</p> <p>e) Any questions for the Contractors Panel at the AGM in May should be passed to Lucy Spence in advance, so that they have the opportunity to provide comprehensive responses on the day. It is hoped that the panel will include CCS, Biffa and grounds maintenance and cleaning contractors.</p> <p>f) A TACT member asked for clarification on the council's policy on communicating with those who are hard of hearing as they have experienced difficult reporting repairs. Amber Russell confirmed that there is a device available that may assist and that she will arrange for a colleague to visit and provide further details.</p> <p>g) A TACT member reported receiving a number of identical letters from the council about work to be undertaken by Osborne, asking firstly, why the duplication, and secondly why the information couldn't be provided by email or text instead? Amber Russell asked for copies of the duplicated letters so she could raise the matter with colleagues in the Property Services team.</p>	<p>Amber Russell</p> <p>Amber Russell</p> <p>TACT members</p> <p>TACT members</p> <p>Amber Russell</p> <p>Amber Russell</p>
<p><b>10.</b></p>	<p><b>Forthcoming meetings</b></p> <p>AGM – Thursday 26 May 2022 10.30am – 12.30pm</p>	



## Addendum to minutes.

Updates from matters arising from previous minutes not discussed at meeting.

## Complaints

- Dee Jenkins confirmed that compliments are also monitored, and that she will ask Property Services to ensure that compliments received via the green cards are also recorded as compliments.  
**UPDATE:** The Housing Hub is to send details of complaints made via the green cards to Dee Jenkins to be recorded and monitored on the service complaints system. Complaints performance will be available on the website as of April 2022.
- In terms of complaints made via councillors, Cllr. Horrill asked that feedback also be provided to the relevant councillor as well as the complainant, so that they could be kept up to date on how the complaint was being addressed.  
**UPDATE:** Request noted by GK who will remind officers via the housing staff Local Brief.
- A TACT member raised a query concerning letters from the council being addressed to her husband in response to matters she had raised. As joint tenants, should correspondence not be addressed to both? Gilly Knight confirmed that this was correct and will investigate.  
**UPDATE:** Amber Russell confirmed that for system generated letters, where the tenancy is a joint one, letters will be set up to be sent addressed to both tenants or separate letters to both (depending on the letter content). More detail regarding the issue raised would be helpful to investigate this matter further. Please provide to Amber Russell who will look into this further.

## Service structure – Steve White

- Steve White explained that out of hours calls are always directed to the call centre, which is located in Blackpool, but that he is looking at whether call backs will be possible. He also undertook to look further into the circumstances of this specific instance, if further details could be provided.  
**UPDATE:** First Call confirm they have had a number of short notice absences over the last few months, typically with COVID. Where possible they try to counter the delays by pulling staff in who normally would be off rota at that point, or on annual leave; or by the extending shifts for staff already working. However, this can still lead to delays on occasions. First Call apologise for any

inconvenience this may call and they are taking all steps possible to maintain the service standards.

- White Wings are still waiting for the doors to be painted. Steve explained that this would be planned maintenance but said he could take the query forward.  
**UPDATE:** Steve confirms checks are always made to related building elements when planned works are being scheduled. In this case the flat entrance doors were not actually painted as part of the hallway painting and decoration works as the doors are due to be replaced with new fire doors in 2023. There is evidence that some of the doors were painted closed on the previous painting cycle (five years ago); but not painted recently.
- A TACT member reported a delay in having a problem with their heating resolved. Steven White asked if they could provide him with some further detail so he could investigate.  
**UPDATE:** No further details were provided so no update available.

## AOB

- Cleaning at Simmonds Court was raised as there seems to be an absence of hoovering. Amber Russell will also raise this with Fiona Churcher.  
**UPDATE:** The common room was removed from the cleaning contract when it was converted to a flat before Xmas. Apart from this area, there are no other areas where the cleaners would Hoover. The flats at Simonds Court have vinyl flooring and no power to Hoover, so unsure which areas are not been hoovered.
- Pathway from the Valley to Mildmay and Battery Hill – rough surface makes use by mobility scooters and pushchairs problematic. Why has the pathway not been extended? Gilly Knight agreed to investigate.  
**UPDATE:** The New Homes team have a meeting with local ward members to discuss paths connecting the Valley to wider Stanmore, surfacing of paths and play equipment as part of landscaping works in April. The team is aware, and following up with the contractor, that the road serving the houses in the new Valley properties linking to Mildmay St is too slippery.