

## Winchester City Council – Consumer Standards Groups

Group: Safety and Quality

Date: 12<sup>th</sup> December 2024

## Actions / Outcomes

Task	Discussion Summary/ Notes	Actions	Person Responsible	Deadline
Review of Actions and outcomes from previous session	<p>Questions were raised regarding tenant expectations of the process concerning Damp and Mould treatment, and whether that process was being clearly communicated to tenants receiving maintenance.</p> <p>Attendees asked if a progress report was provided to the tenant in receipt of Damp and Mould treatment, post treatment, detailing what was done and what the next steps were.</p> <p>Officers explained that tenants are encouraged to send in photos of Damp and Mould to assist with pre-assessment checks which improves time efficiencies.</p>	Consider creating a checklist, similar to that used for a Gas Safety Checklist, which can be applied to situations of Damp and Mould.	Adrian Wilgoss	March 2025
Review of the draft Terms of Reference	Terms of Reference should be a dynamic document and made available via the Winchester City Council website as well as upon arrival at the Consumer Standard Group meetings. Officers should address any behaviours of attendees which do not align with the Terms of Reference, in the moment. Group facilitators aka Winchester City Council officers should manage the behaviour of any group participants who dominate discussions. Therefore, all staff ought to receive adequate training in facilitation technique.	Terms of Reference to be finalised and added to the website	Charlotte Bailey	March 2025

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	It was agreed that 'Terms of Reference' is the appropriate name for the document.			
Damp and Mould Policy	Adrian Wilgoss – Repairs, Compliance and Voids Manager – provided an overview of the Damp and Mould Policy.	Attendees requested a copy of the Damp and Mould presentation slides	Adrian Wilgoss	Jan 2025
Recharge policy	The recharge policy was reviewed and attendees were asked for their feedback. A query was raised regarding the recharging of tree surgery.	No actions		
Identifying priorities for the group moving forward	Attendees requested further information regarding the Consumer Standards for Safety and Quality in order to make decisions on key priorities for the group	Attendees to receive a link to the consumer standard for safety and quality by email, and to respond with their ideas for priorities	Charlotte Bailey, All	March 2025
Any Other Business	Simon Hendey, Strategic Director, opened a discussion on how best to consult with tenants regarding a number of policies that are due for review. Discussion centred around the recent Housing Revenue Account digital survey which was emailed out to all tenants recently. Attending tenants commented that they had found the survey difficult to understand and that it lacked context. Whilst this was noted and lessons have been learnt, it was also noted that the engagement on the HRA consultation was significantly improved this year compared to last year.	No Actions.		

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