

Tenant and Leaseholder Panel Report - September 2022

The following are some examples of things the tenant and leaseholder panel have been involved in since lockdown.

1. During lockdown our members were in contact with many tenants, by phone and virtual means.
2. The Chair had lots of enquiries via phone.
3. Members have had many meetings via zoom as meeting in person wasn't an option this was more difficult for some than others, due to a lack of wifi, equipment and digital skills. The Chair spoke to them by telephone to ensure they were kept up to date and to engage their views on a variety of matters.
4. We have visited the Newport offices of Norse to see how complaints and repairs are received from tenants and were given a tour and chat from Tracey Chappell and Lorraine Davis.
5. It was disappointing that the trailer could no longer be used for our events as Norse did not have a vehicle to pull it, however we were provided with a handyman at each event and we used the gazebo instead, which worked well as the weather has been good this summer.
6. The multi-agency trailer with a number of different organisations visited the different areas below:

Tuesday 17 May 11am – Beech Close, Takeley CM22 6RQ

Thursday 23 June 11am -Reynolds Court, Gaces Acre, Newport CB11 3JR

Tuesday 26 July – 11am Holloway Crescent, Leaden Roding, Dunmow, Essex CM6 1QD

Thursday 18 August 11am– Barnfield, Hatfield Broad Oak, Bishop Stortford, Herts CM22 7JR

Tuesday 13 September 11am – Watts Close, Barnston, Dunmow CM6 1LT

Included in the list of agencies who joined us to give advice: Uttlesford housing team, Essex Police, Essex County Fire and Rescue Service, Peabody (floating support), United in Kind, Active Essex, VAEF Services, Foodbank, Spangles Family hub, community agents, NhW and a variety

of agencies that support people to live, securely and safely in their homes. We also door knock all our tenants and giveaway a free material shopping bag with helpful information inside.

7. Some members went to Parkside, the old sheltered scheme in Saffron Walden that is soon to be redeveloped; to volunteer as a casualties for a fire service practice drill. It was a great way for us to give back to ECFRS for the support they give us at our trailer events and the talks they carry out in all our sheltered schemes.
8. One of our members sits on the Uttlesford Norse Liaison Board, which allows us to have a voice and ears at the meetings, which is very helpful.
9. We also carried out a scrutiny project on reporting repairs, every tenant was sent a prepaid card with 6 questions about how they found reporting a repair. The results were shared with UNSL. We would like to carryout more scrutiny on other areas of repairs in the future.
10. The Chair and Vice-Chair liaise regularly with tenant liaison officer, both on the phone, virtually and in person.
11. We are looking forward to having our first face to face meeting since lockdown this month.
12. We have now got a leaseholder representative a role that has been empty for a long time; we are also doing a recruitment drive in the next edition of Housing News.