



# The Tenants' Forum

**16 June 2025**  
**The Guildhall**  
**C1 – 10am to 12 Noon**

	<b>DISCUSSION</b>	<b>Action by</b>
<b>71</b>	<b><u>Welcome and Introductions</u></b>	
<b>71.1</b>	The Chair opened the meeting and followed the standard format of housekeeping rules and fire evacuation procedures. She also informed the members that the code of conduct was in place and reminded people not to talk over others that were talking during the meeting and to put hands up if a question needed to be asked.	
<b>71.2</b>	Additionally, the Chair advised that passes are available on the desk at the back of the meeting that enable people to access the bathrooms in addition to people just indicating to the reception team for access.	
<b>72</b>	<b><u>Head of Service (Contracting and Investment) and Asset Planning Manager</u></b>	
<b>72.1</b>	The Head of Service (Contracting and Investment), Maintenance and Improvements Manager and the Project Surveyor gave presentations on damp, mould and stock condition surveys, presentation is available on request.  The following questions were taken from the floor:	
<b>72.2</b>	MS stated that when he received the letter for the survey the number to change the appointment did not connect.  Officers replied that on the letter delivered there is a telephone number to rearrange appointments if necessary. That they will ensure the numbers are correct.  PB confirmed she had received the letter and found no problem in contacting the number and had re arranged her appointment successfully.	



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72.3	<p>PS asked when tenants were informed of surveys being carried out, was an ad-hoc approach taken or full streets identified, also due to language barriers, was it made clear that these would be routine and not to identify issues found at the properties?</p> <p>Officers replied that areas are identified including streets to enable less travelling for the surveyors, the appointment letters do include language lines on the reverse for people to request in a different language if required. The surveyors do identify other issues and repairs, and this complements the Routine Tenancy Visits, supporting people in their homes. Moving forward the surveyors will be splitting the city and therefore each area will be visited, although this is a rolling programme.</p>	
72.4	<p>KS agreed that the surveys needed to take place across the city, so that they were not surveying piece meal.</p>	
72.5	<p>JN stated that tenants needed to let Officers do their work as it was paramount that the Council knew what issues were in each property. Her experience of these surveys being carried out was brilliant.</p>	
72.6	<p>The Chair spoke about cancelled orders and asked if KWL were carrying out this action with the Councils knowledge?</p> <p>Officers responded that no orders were allowed to be cancelled, especially those that were associated with damp and mould without discussion</p>	
72.7	<p>CL further spoke about cancelled orders and her own experience of her bathroom fan replacement being cancelled when due to be fitted on 25<sup>th</sup> April 2025.</p> <p>Officers confirmed they would take details at the end of the meeting, and discuss with CL.</p>	
72.8	<p>PR asked in relation to timescales for tenants to be notified about appointments and work to be carried out, was the 2 days as detailed in the guidance realistic. MS also interjected at this point to make people aware that the postal service was very</p>	



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<p><b>72.9</b></p>	<p>fragmented and that in some cases mail was not being delivered for up to 9 days.</p> <p>Officers responded they are looking at the communication methods including emails and other digital opportunities in addition to the post.</p> <p>PS said that in relation to damp and mould, her bungalow had been re-rendered as part of the Fortem scheme, which now created a lip on the roof overlapping the guttering. Although there were guarantees that damp and mould would not return, it had in her kitchen, back entrance and bathroom. PS believes this is due to no work carried out to the roof.</p> <p>Officers responded that details would be taken at the end of the meeting for this case.</p>	
<p><b>72.10</b></p>	<p>CS asked about the new fans proposed for flats, would the installation be affected by building safety regulations in high-rise flats?</p> <p>The Officer replied that no decision had yet been made on fans for the high-rise flats.</p>	
<p><b>72.11</b></p>	<p>CL stated that when there was wind or bad rain, the existing flue for the fan let water into the property and through the fan. Would the new fan and flue prevent this?</p> <p>The Officer replied that the new equipment would not allow rain or moisture to come back into the property.</p>	
<p><b>72.12</b></p>	<p>All Officers were thanked for their presentation.</p>	
<p><b>73</b></p>	<p><b><u>Presentation of Certificates</u></b></p> <p>The TP Officer responsible for training gave the following certificates to volunteers:</p> <ul style="list-style-type: none"> <li>• PW – Safeguarding Adults/Children and Domestic Abuse Awareness</li> <li>• MS – Housing Academy</li> </ul>	



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	<ul style="list-style-type: none"> <li>• JN – Safeguarding Adults/Children, Domestic Abuse Awareness and Housing Academy</li> <li>• MB– Housing Academy</li> <li>• CS – Housing Academy</li> <li>• PD – Safeguarding Adults/Children and Domestic Abuse Awareness</li> <li>• CP – Safeguarding Adults/Children and Domestic Abuse Awareness</li> <li>• SL – Housing Academy</li> <li>• PR – Safeguarding Adults/Children and Domestic Abuse Awareness</li> </ul>	
<b>74</b>	<b><u>Any Other Business</u></b>	
<b>74.1</b>	CL reported that the Tenants' Forum poster for the Wilson Centre was up to date.	
<b>74.2</b>	The Chair reported that the Bransholme Health Centre was not a community hub as previously stated.	
<b>75</b>	<b><u>Close of Meeting</u></b>	
<b>75.1</b>	The meeting closed at 11.45 am.	



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<p><b>Estimated cost of meeting.</b></p> <p>Postage, paper, photocopying: £0</p> <p>Refreshments: £39</p> <p>Expenses: £3.20</p> <p>Taxis: £0.00</p> <p>Room Hire: £0</p> <p>Miscellaneous: £0</p> <p>No of invite letters sent: 120</p> <p><b><u>TOTAL COSTS £42.20</u></b></p> <p><u>Savings: by emailing, not using headed paper and no cost of room booking £115</u></p>	<p><b>Details of Meeting.</b></p> <p>No of Staff at meeting: 7</p> <p>No of guest speakers: 3</p> <p>Councillors at meeting: 0</p> <p>Forum Quorum: 12</p> <p>Tenant members: 14</p> <p>Resident members: 2</p> <p>None members: 2</p> <p><b>TOTAL No of Volunteers at Meeting: 18</b></p> <p>Duration of Meeting: 1.45hrs</p> <p>Pre meeting: 14hrs</p> <p>During meeting: 31.50hrs</p> <p><b><u>TOTAL:</u> 45.50hrs</b></p>
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