

HOUSING ADVISORY BOARD

Minutes of meeting on Tuesday 18th November, 17:00 – 19:00, Committee Room 3

No.	Item	Lead
1a.	<p>Welcome, introductions and apologies</p> <p>Board Members in attendance: Councillor Jean Innes (Chair – Cllr I), Councillor Keith Miles (Cllr M), Councillor Glenys Falconer (Cllr F), Councillor Stuart Yates (Cllr Y), Chris Sanderson (Tenant - CS), Phil Simpson (Tenant - PS), Darrell Price (Tenant - DPr), Janice Bather (Tenant - JB), Christine Durrant (Executive Director - CD), Jane Davies (Service Director - Housing - JD)</p> <p>Officers in attendance: Vanessa Watson-Hopkin (Head of Housing Assets – VW-H), Ryan Armitage (Housing Safety and Compliance Manager – RA), James Crouch (Housing Strategy and Engagement Manager - JC), Vikki Palmer (Housing Manager - VP), Dave Poole (Head of Housing Property Services – DPo)</p>	
1b.	<p>Matters arising from previous meeting</p> <p>The minutes were reviewed and agreed as an accurate record.</p> <p><u>Update on matters arising:</u></p> <ul style="list-style-type: none"> • JC circulated rents performance slides following previous meeting, as agreed. • GY is working with the tenant engagement team, tenants and other teams and partner agencies on a widescale review of ASB. • VW-H will ensure Members are kept informed about major capital works planned in their wards. • An action plan was developed in response to customer feedback and an update will be brought to the next HAB meeting. • JC has reviewed HAB meeting dates to ensure we avoid scheduling evening meetings on the same day as lengthy tenant engagement meetings. • JC undertook a survey of all HAB members to identify any areas for improvement, as noted in report (item 3). • JC circulated CBC's responses to government consultations on rent convergence, the new decent homes standard and a minimum energy efficiency standard for social rented homes, as agreed. 	
2.	<p>Implementation of Awaab's Law</p> <ul style="list-style-type: none"> • RA delivered a presentation on Awaab's Law and the work undertaken to ensure we are compliant, correctly categorising 'significant' and 'emergency' cases and adhering to timescales. • Cllr M noted the importance of not blaming damp and mould on lifestyle choices. 	

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	<ul style="list-style-type: none"> • DPr asked whether damp and mould can only be classed as emergency if in a bedroom? RA advised that each case is considered individually. • JC asked whether the 24 hour timescale includes weekends and RA confirmed that yes, 24 hours means 24 hours whether during weekdays or the weekend. • CS asked whether the 250 cases mentioned by RA are all new, or whether some of them are long-standing and RA advised there is a mix of existing and new cases. • It was noted that we have had more cases reported as a result of awareness raising regarding Awaab's Law – ten new inspections carried out that morning. • Councillors will also be asked to report any cases to the dedicated email address. 	
3.	Housing Advisory Board report <ul style="list-style-type: none"> • JD presented a report which was tabled at Cabinet earlier today, outlining the work of the HAB over its first year. The report also includes the new Housing Improvement Plan and updates for quarters one and two. • Cllr M commented that housing services are now much better joined up than they were in the past and that while there are still areas for improvement, performance keeps getting better. • CD noted that Cabinet had asked for their thanks to be passed on to tenants and Members for the time and effort they put into the Housing Advisory Board. 	
4.	Tenant Satisfaction Measure 2025/26 provisional results <ul style="list-style-type: none"> • JC presented slides on the latest tenant satisfaction results. These are provisional and will be submitted to the Regulator next June. Satisfaction has improved in all areas compared to 2024/25. • DPr commented that he has seen a significant improvement in repairs communications over the past year and was pleased to see this reflected in the satisfaction levels. • CS noted that there is more to do on ASB satisfaction and this will be worked through as part of the review of ASB with tenants. 	
5.	Quarter 2 performance update <ul style="list-style-type: none"> • JD presented key points from the Q2 performance report. • Repairs performance has remained high. • Discussion followed about why some repairs appointments are missed. DPo explained this can be for a range of reasons e.g. tenant may not be in, trades operative may be late due to being delayed at the previous job, short notice sickness absence that we have not been able to cover. Total Mobile will ensure we keep tenants up to date about any changes. It was noted that a demonstration of Total Mobile would be provided in the next tenant communications group meeting. 	

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	<ul style="list-style-type: none"> Progress with reducing the number of voids was discussed. VW-H advised that structural engineers are currently assessing the major voids requiring structural work and work will be commissioned as soon as possible. The complaints performance figures in the report are incorrect as they do not reflect complaints where extensions were agreed. JC will correct all figures for next time and ensure the correct figures are included on the website. Performance in October has improved significantly. JB asked how we deal with tenants who decline a home tenancy visit. VP explained that housing officers continue to work with the tenant until we're able to meet them and will visit outside normal office hours if needed to accommodate the tenant's needs. 	JC
6.	Compliance report – October 2025 <ul style="list-style-type: none"> VW-H presented key points from the October landlord safety and compliance performance dashboard. High performance in all areas. One gas service was overdue, in a property leased to South Yorkshire Housing Association, but a warrant had been obtained and the service due to be completed this week. DPs asked why we sometimes repeat asbestos surveys even if we've previously confirmed no asbestos present. This is because we need to ensure specific surveys are carried out for the type and location of the work to be carried out. VW-H noted that there had been a good response to the legal letter regarding the importance of allowing us access to carry out electrical safety checks. 	
7.	Future meeting dates and topics <p>During the survey of HAB members, various topics were suggested for meetings in 2026. It was agreed that these would be scheduled as follows:</p> <ul style="list-style-type: none"> February: Homelessness, Housing Register, transfers May: Voids, Total Mobile August: ASB and environmental policies (Cllr M would like to see our approach to dealing with rats included in this item) <p>JC to confirm dates for the next 3 meetings.</p>	JC
8.	Any other business <p>No other matters were discussed.</p>	
9.	Next meeting – 3rd February 2026 (provisional)	