

Notes of Meeting					
Subject:	Tenant and Leaseholder Committee				
Date:	25 th April 2024	Time: 7:00pm	8:30pm		
Location:	MS Teams and in person at the Forum				
Attendees:	Chair – Paul McMahon Staff – David Barrett (Assistant Director - Strategic Housing & Delivery), Nonye Ebili (Improvement & Engagement Coordinator), Sue Prowse (Strategy, Quality & Assurance Projects Lead Officer), Simon Walton (Interim Head of Strategy, Quality & Assurance) Committee members – Andrea Maloney, Mutsa Cornish MuC, Paulette Reed, Max Sengul, Cllr Simy Dhyani				
Apologies – Charlotte Palmer, Mavis Cook Not in attendance - Michelle Mitchell, Andy Forbe			(
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Item	Subject	Actionee	
1	Welcome, apologies and changes in membership (If any)		
	Chair welcomed everyone to the meeting.		
	Apologies from Charlotte Palmer & Mavis Cook.		
	An overview of all the fire exits was given.		
	An update relating to the resignation from TLC of Tracey Halls was made.		
	All members agreed that flowers and a card will be sent out as an appreciation of all Tracey's hard work and time throughout the years. NE to action.		
2	Disclosure of personal and pecuniary interests	All	
	None declared.		
3	Minutes of previous meeting (including matters arising)	All	
	Everyone agreed that the minutes were an accurate reflection of the		
	meeting.		
4	Overview of the issues log – for scrutiny	SP/SW	
	SW gave a general update of what the <i>issues log - for scrutiny</i>		
	was designed to do following the recent suggestions from TLC.		
	The issues log for scrutiny was discussed and reviewed by the		
	members line by line.		
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	The members of the committee agreed that the creation of the	
	issues log is an effective and collaborative way to capture tenants'	
	issues moving forward.	
	Complaints:	
	The members requested that a complaints subgroup needs to be set	SW/SP
	up and some members were also keen to attend the complaints	
	bootcamp on 22 nd May. It was agreed to bring the results of the	
	complaints bootcamp to TLC.	
	Repairs:	
	A tenant had reported that their gutter needed cleaning. Cardo	
	attended promptly to clear it, but not the next-door neighbour's	
	gutter – the properties are semi-detached and the neighbour is also	
	a Council tenant.	
	Agreed to add to issues log and raise related questions for	
	Dan Thurlow:	
	What happens in this situation if the neighbour is not a	
	council tenant? Can the Council mediate?	
	Do we have any planned programmes for gutter clearances?	
	Do we upgrade gutters to prevent future issues?	
	PM also offered a number of suggestions in relation to repairs:	
	How do Cardo deal with follow up repairs and why it does not	
	always work?	
	 How are the inspection of the repairs done? 	
	 Could we redact person info about real complaints and 	
	scrutinise those?	
	Clear Landings Policy	
	There was still a consensus that the Council's clear landings policy	SP
	was not fair. The challenge was for the Council to seek to charge the	
	actual offender and not the Leaseholder or the tenant. SW explained	
	that these are the people we have a contract with, through the lease	
	and tenancy agreement, although we would find out if a different	

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	arrangement was indeed possible. SP to contact Rent & Income	
	Team, who handle these charges.	
	Area Issues:	
	Surveyor to be sent out to Hatfield Crescent to access the area and	SP
	update accordingly. SP requested via email.	
	In response to PR's question about what percentage of Dacorum	
	Borough Council garages are empty, DB explained that he did not	SP
	have the answer on hand, but that information can be provided to	
	the committee. SP to ask garage team.	
	DB explained that the Council are currently reviewing their strategic	
	assets which includes all the garages owned by the Council, some of	
	which had already been developed. DB extended an invitation to the	DB
	committee members to see the Council's garage development sites.	
	Managing the Issues Log:	
	The issues log – for scrutiny was formally agreed by the committee.	
	It was also agreed that issues on the log that were awaiting	
	completion would be coded amber. Issues deemed completed by the	
	SQA Team would be in green - then once assessed and agreed by	
	TLC as complete would be changed from green to grey and moved	
	to the bottom of the document - meaning they have been marked	
	off.	
	This will provide a record of all general issues affecting tenants and	
	leaseholders brought forward by the committee and dealt with	
	across the year.	
	All agreed that this will demonstrates the value of TLC as a true	
	'resident voice', as well as improved collaboration between TLC and	
	staff.	

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5	TPAS Re-engineering update and links to the Regulatory	SP/SW
	inspection in May	
	SP gave an update about the TPAS re-engineering project and how	
	the project is moving forward. TLC members were encouraged to	
	take an active role in the process.	
	SP explained that the Council will be holding a complaints bootcamp	
	and an open session for tenants – both of which will have the	
	regulator's inspectors in attendance - on 22 nd May. SP invited the	
	members who are DBC tenants to attend these sessions.	
	The committee extended their appreciation to SP/SW for getting	
	TLC back to being more tenant-focused.	
6	Date & time of next meeting	Chair
	PM asked the committee of his preference to create a vice-Chair for	
	TLC – something that has been offered in the past. This would be a	
	great opportunity for an existing TLC member and help have the	
	workload shared a little.	
	Members present were asked if anyone would be happy to put	
	themselves forward and Max volunteered to be considered for the	
	role. SW thanked him and advised that we would email the rest of	
	TLC next week to see if there was any interest from anyone not	
	present at this meeting. Formal invitation will be sent out to the	
	committee via email by NE.	
	Date of Next Meeting:	
	23 rd May 2024 at 7pm. This meeting again operate as a hybrid	
	meeting to allow anyone unable to get to The Forum to take part.	