



Winchester
City Council



Consumer Standard Group Meeting Details

CSG:	Safety and Quality				
Date/ Time	Wednesday 11th September 6 – 8pm				
Location:	Lawn House, Lawn Street, Winchester				
Facilitator/s:	Andrew Donaldson / Charlotte Bailey				
Attendees:	Andrew Donaldson – Service Lead: Property Services Charlotte Bailey – Tenant Partnership Manager Davina Domone-Hollands – Community Engagement Officer Mike Sagar - TACT Board Member Sandra Salter Nigel (Ben) Pettifer Nadia Paddington Vicky Smith Ken Henderson Beverley Kassouri Lin Mellish - TACT Board Member				
Topic	What was discussed	Actions Agreed	Who will do it	When it will be done by	Outcome
Topic 1: Creating a Terms of Reference for the Group	<p>The purpose of the group was discussed: work with Winchester City Council to manage tenant expectations (two-way), aiming for a successful partnership between the council, contractors, and tenants. Members include tenants, shared owners, leaseholders, residents, and officers. The group aims for accountability, objectivity, and transparency, and</p>	<ul style="list-style-type: none"> - Reword the Social Housing Regulators' standard to define the group's purpose. - Rotate minute-taking with a simplified format/template. - Define key terms, especially 'quality' and its assessment. - Council officers to prepare a draft Terms of Reference based on this discussion. 	Council officers	December	Draft Terms of Reference will be presented for review in the next meeting, fostering an accountable and balanced group.

	<p>personal matters are to remain confidential. The importance of defining terms like 'quality' was emphasized, and discussions should remain balanced.</p>				
<p>Topic 2: Review of 4 Policies – Damp and Mould Policy</p>	<p>Comments were made about the unclear definition of "proactive" (it currently sounds reactive). Queries about the maintenance of humidistats were raised, and concerns about the council providing more accessible, engaging guidance on moisture management (e.g., multimedia). The term "reasonable timescale" may need amending to "case-by-case basis" to avoid arbitrary decisions. Tenants were confused by EPCs, their meaning, and relevance.</p>	<ul style="list-style-type: none"> - Clarify the definition of "proactive" in the policy. - Review the council's communication methods for educating tenants on moisture management. - Review the wording for "reasonable timescale." - Explain what EPCs are and make this information easily accessible for tenants. 	<p>Housing Team and Policy Writers</p>	<p>Ongoing</p>	<p>Improved clarity in the Damp and Mould Policy and better tenant education around energy efficiency (EPCs).</p>
<p>Topic 2: Review of 4 Policies – Housing Repairs and</p>	<p>Discussion about how the recharge policy might disadvantage vulnerable</p>	<ul style="list-style-type: none"> - Andrew Donaldson to confirm whether an Equality Impact 	<p>Andrew Donaldson</p>	<p>Ongoing</p>	<p>Confirmation on policy fairness for vulnerable tenants and clear guidance on</p>

Recharge Policy	tenants. Questions arose about whether an Equality Impact Assessment had been completed. Clarification was needed on garden maintenance charges and how they would be offset for deceased tenants' families.	Assessment was done. - Clarify the application of the policy to garden maintenance and how charges apply to deceased tenants' families.			garden maintenance charges.
Topic 2: Review of 4 Policies – Disabled Adaptations Policy	No comments or concerns were raised about this policy.	No actions required.	N/A	N/A	No further actions needed.
Topic 2: Review of 4 Policies – Repairs and Maintenance Policy	No comments or concerns were raised about this policy.	No actions required.	N/A	N/A	No further actions needed.

Traffic Light Comments	Details
Red (Negative Comments):	<p>"The Agenda looks Landlord led. Not allowing an opportunity to discuss Tenant led issues within the scope of this Tenant Standards Group"</p> <p>"Slightly rushed. Needed an agenda [before the meeting]."</p> <p>"Too long on housekeeping/ intros. More time on policies would have been better."</p> <p>"Good initial meeting but needs to be structured."</p> <p>"Please aim to keep tenants on topic (or keep it short)."</p> <p>"Objectives lost in personal discussions."</p>
Yellow (Neutral Comments):	<p>"Honest."</p> <p>"Lack of diversity in the group."</p> <p>"Useful hearing others' 'coalface' experiences."</p> <p>"Coffee was good, thank you!"</p> <p>"Where's the food?"</p>

Green (Positive Comments):	<p>"Very informative."</p> <p>"Opportunity to raise issues."</p> <p>"Great level of participation/ engagement from all."</p> <p>"Informative, straight-talking. Proactive listening."</p> <p>"Wonderful discussions."</p> <p>"Info on policies - good to hear about the updates."</p> <p>"Nice to share space and time with Winchester City Council reps."</p>
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Next Steps	Information
Next meeting date:	12th December 2024, 6 pm–8 pm
Things to bring/prepare for next time:	Draft Terms of Reference, updates on policy reviews, particularly Damp and Mould and Housing Repairs and Recharge policies