

Tenancy Council Meeting

Venue: Café Zest, Brewer Street, Maidstone, Kent 12:30pm

Tenants Present:

KD representing 43K and 27A

DH representing himself

NJ representing himself

IO Housing Manager Accommodation-YES

LO Landlord Accommodation-YES (taking minutes.)

Apologies:

JB representing 54B

RM representing 80B

The meeting was opened by taking lunch orders.

IO requested any topics for discussion.

12T – was discussed around the incident that took place in September during the week that the house opened.

The action that is going to be taken this week by our maintenance team is: -

Appropriate signage to be placed in all relevant areas.

Parking lines to be planned around the carpark area, which would also indicate the building is now occupied on a residential basis.

NJ suggested maybe a neighbourhood watch scheme can be introduced.

The heat pump does not seem to be working. It was explained as yet this has not been turned on, but it is programmed to commence next week.

An extractor fan is requested above the cooker in flat 6 due to cooking steam setting off the fire alarm, which people were delighted to realise was very sensitive and is working well and can be heard with ease.

A query was asked about when the rest of the rubbish bins were arriving.

Action: Accommodation office will chase and advise.

Flat 6 Tenant has not yet received a post box key.

Action: IO will address tomorrow.

43K – was discussed by KD and DH.

Requesting a new fence to replace the one burnt out by the neighbours, as neighbours are jumping over the wall into the garden.

Action: Accommodation office will contact the owner of the neighbouring property and discuss the situation and will advise Tenants of the outcome.

There was a complaint concerning another Tenant's unsocial behaviour - shouting, slamming doors and their manner being generally very angry.

Action: This was referred to Phoenix support.

There was a complaint about support staff sickness and how this was being communicated to Tenants

Action: This was referred to Phoenix support.

A request was put forward to improve/investigate the outside lighting in the garden area, if it was working and if it was bright enough.

Action: Accommodation maintenance will investigate

A request was put forward by DH for handles to be added to the basement flat escape route, with DH testing them.

27A – KD was spokesman for MG at 27A and wanted it noted that the item relating to the Tenant that is causing noise after midnight is not acceptable.

Action: This matter will be discussed with Phoenix Support and the outcome will be shared with the Tenants of the house.

General matters

There were comments from present Tenants feeling uncomfortable and anxious when attending Gems club.

Action: discussed with Phoenix Support and the Tenant should be advised to bring it to the attention of their supporting team.

There is a Tender being made public with opportunities to tender for the Partnership board and Cabinet, DH has details if anyone is interested in applying.

A meeting on the Thursday 6th October was advised by DH it is taking place at Sessions House between 10:30am and 12:30pm. Anyone can attend and it is based around being safe in the community with police representatives attending and giving advice, for example neighbourhood watch schemes.

Action: Accommodation Office will advise Phoenix Support so the event can be advertised. A member of the supporting team was present after the meeting and was informed accordingly as well.

PAT testing of personal equipment was requested by a few Tenants present at the meeting.

Action: Accommodation – YES will action, advising costing of this request personally to the Tenants involved and discussing the matter further.

IO asked if there were any ideas of a project that could benefit the community that maybe Accommodation-YES could get involved with:

The suggestions were varied from sponsoring a children's football team to tackling vandalism and inappropriate behaviour.

This matter is ongoing, any ideas from anybody please feel free to direct to IO.

Christmas was discussed and it was suggested that the Tenancy Council might like to meet up socially for a get together. Again any ideas or suggestions please direct to IO.

The meeting was brought to an end by 13:45 hrs. everyone was thanked for attending and participating.

I hope everyone enjoyed the lunch and beverages provided and also the place where we all met.

Hope to see you all for a Christmas drink!