TOP Meeting 28/07/2026

Members in Attendance:

Mike Richter

Graham Nash

Ian Allan

Eluned Woods

Officers in Attendance:

Stuart Pattison

Ben Roberts

Cali Gadd

Apologies:

Sandra Longstreth

1. **Welcome and Introductions**

Introductions were made around the room.

2. **Terms of Reference**

Decision – The group approved the Terms of Reference with the amendments.

3. **Damp & Mould Presentation (**Steve Ireland, Margot Van Heeswijk (Tenant Action Group) and Christine Welsh (Tenant Engagement Officer))

The group were impressed with TAG's findings and the amount of work that they had put into this scrutiny reviews.

Action – CG to circulate the previous Scrutiny reviews. (Voids and Responsive Repairs and Communication)

Decision – The group are happy with the report and for it to go to senior management.

4. **Draft Notice Board**

The members discussed the size of the board and that they believe it would be beneficial to have them as two separate boards, focusing the fire segment by the main doors and the waste segment by the bins. There was also mention of the grounds maintenance, Anti-social behaviour and domestic abuse boxes being moved as they look like they are more information on waste & recycling.

Action – SP to make amendments to present the board in a different way.

5. **Complaints Report**

SP was explaining the figures within the complaints report and the complaint process. Members discussed that there is no comparison with other local authorities so it is difficult to tell if the figures are good in comparison.

Action – SP to come back with information on what we know about our tenants (census) – add to forward plan.

6. **TSM Event feedback**

Action – Send TSM Report to members once it has been reviewed by SP & AK

7. **Rewards & Recognition Process**

BR did a presentation to explain the proposal. The members discussed informing tenants about rules and regulation regarding rewards (vouchers). The group also discussed having different options to vouchers, for example training opportunities.

Decision – The group agreed with the points system.

Decision – Members agreed with the timings and points accumulated by each activity.

Action – BR to speak with the Revenue & Benefits Team (and Money Advice service – Citizens Advice) to get more information on how the vouchers may affect tenants' benefits entitlement.

8. **Agenda/ Forward Work Plan**

Action – CG to circulate the feedback from the Damp and Mould consultation (12th August).

Decision – SP to present report from external ASB review at future meeting – add to forward plan.

9. **AOB**

Action – CG to confirm dates for future meetings and send calendar invites.

Dates/times of next meetings

Tues 25th August 4.00 – 5:30

Tues 6th October 4.00 – 5:30

Tues 17 Nov

Tues 12 Jan 2027

Tues 23 Feb 2027