

NORTH YORKSHIRE COUNCIL TENANT REVIEW GROUP (SCRUTINY)

NOTES AND ACTIONS 29-09-25

1. Welcome and apologies

Emma welcomed Barbara, Theresa, Adrian, Leonard and Kim to the meeting and welcomed Andy who joined via Teams.

Lucy attended to represent NYC.

2. General check in with all, some frustrations shared with delays getting info, concerns over the pace/tasks and what was required. One concern about being micro managed.

Positive feedback from recent TPAS training leading to a request that Nick Harne attend a future meeting to hear about the overall NYC strategy.

Action – Lucy to invite Director of Community Development to an appropriate meeting
Emma thanked all for their contributions and expressed how much their time and commitment was valued by her and the team at NYC. We stressed that this project was the first one and that it might take a little longer but that's ok.

Action – Panel to review info from relevant scrutiny group and video from NYC

Members Scrutiny Group via website – link below.

[Browse meetings - Housing and Leisure Overview and Scrutiny Committee | North Yorkshire Council](#)

3. We heard progress from each task and finish group

- i. **Document review** – some positive progress made however further meeting to be held on 16th to collate findings and agree recommendations to share with Emma for draft report

Action – Lucy to re-send appendices to Doc Review Group and book room for 16-10-25 for this T&F group only to review policy etc. Lucy to

ensure a member of the team to be on hand to make notes and a set of all papers to review available (include newsletters which the Panel welcomed and liked).

- ii. **Best practice research** – Kim shared the findings from his research into Berneslai Homes, their policy and website. He is going to meet the Complaint team shortly, awaiting date and will feedback findings. Leonard shared his thoughts on Stockport Homes and said how easy some providers made it to find complaints info.

Action – Kim to also look into best practice at WDH.

- iii. **Website review** – Leonard shared his findings and Emma will forward his document to the group with the minutes.

Action – Leonard to test the Chat bot facility and feedback.

- iv. **Customer experience/mystery shopping** – some disappointment shared that we haven't been able to speak with former complainants, however this can be turned into a recommendation for future scrutiny projects.

We heard from lived experience from the Panel with Kim and Leonard both having placed formal complaints.

Andy also shared his view of the anonymised letters we eventually received (4-week wait wasn't acceptable and is another recommendation) and will share his findings to Emma / Lucy for the draft report. He felt that there was a lot of excuses but no learning. Emma reminded the Panel that it was equally as important how it was said as well as what was said. Some concerns shared that the letters did not meet the policy requirements.

Conversations continued in relation to knowing your tenants (and recording vulnerabilities) to ensure a personalised service – this was a suggested recommendation.

- v. **Performance data review**

Andy and Adrian gave high satisfaction with the data reviewed from Acuity on the TSM's and this will be reflected in the report.

4. Gaps in information or knowledge

- Agreed progress had been made but that the Panel needed to see Nathan from the Complaints team once more and Emma to share suggested questions for the Panel to add to / tweak as necessary.

Action – Lucy to arrange ahead of next Panel meeting.

5. Next steps and timescales – Emma to pull together everyone's findings and draft the report for the Panel to work on.

6. A.O.B

7. Date and Time of next meeting

- **23rd October 2025 at Selby**