

Tenant Voice Panel – Thursday 11th December 2025

Chair	Staff attendees	Tenant/Leaseholder attendees	Meeting apologies
Barbara Rickards (Chair) Lesley Peplow (Vice Chair)	Lucy Tyne (LT) Sarah Thompson (ST) Annette Mullaney (AM) Carol Reynolds (CR) Lorraine Larini (LL) Abi Downie (AM) Carl Doolan (CD) Maggie Gibson (MG) Holly Watson	David Richard Teresa Gary Duncan Kim Jackie Valerie John	Colin Blake

Notes and Actions

Agenda item	Key Points	Decisions	Actions
Welcome – Chair and vice did intros	Code of conduct		All tenants sign and send back or raise any concerns directly if not signed today.
	Minutes of the meeting	Approved and will appear on the website.	
Performance information	Abi went through the performance info and highlighted some key points from some performance measures.		

	There're just 16 properties outstanding on the gas servicing contract. Reached 94% compliance for FRA. Completed all essential asbestos surveys. More work is needed for electrical work to be compliant. We are completing most repairs on time. Void turnaround times – the time taken to relet is higher than usual – this is due to the amount of work carried out at void. In Nov 25 – NYC turned around 18 more voids than the previous month.		
Housing needs update (MG)	Homelessness and rough sleeper strategy was agreed this year; it focuses on improved partnership working. There has been works to improve existing temporary accommodation and increase our numbers of it. NYC is working to improve services available to those with multiple disadvantages. There is a pilot in Harrogate through the creation of a MEAM (Making Every Adult Matter) Team. A key aim to have consistency across the service – no matter where you live. The numbers accessing the homelessness service are not increasing but the number of people presenting at the point of crisis is.		

Housing needs – Tenant questions

David asked about the budget associated with B&B accommodation. Maggie explained that this accommodation isn't funded by the HRA – it's coming from grant funding.

David asked about the number of people presenting as homeless in Harrogate. Maggie shared that there were around 1500 people who present in Harrogate each quarter.

Barbara asked if there's a difference in numbers across different places in NY. Maggie explained that the numbers do differ; Harrogate and Scarborough have the highest number.

Kim asked about the use of pods for homeless people in Selby. Maggie explained this is a type of accommodation used in some areas and passed round some pictures of the pods for the group to see.

Housing standard update (LL)	Staffing update – the team started with around 100 vacancies. These are now all filled. Around 90 are office staff and the other 100 are trades staff. There's also around 40+ specialist contactors working in this service. Mentor programs will be rolled out to support the recruitment of apprentices. A discussion was had around stock condition surveys – LL explained they are a whole house survey; other surveys aren't necessarily doing this. The program of surveys will help the council plan for the next 30 years. LL shared that the service is completing more than 2000 repairs a month. There are around 3,000 repairs outstanding as of November. ST shared that NYC is carrying out a tenant		
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	census – we are surveying all tenants to find out more about needs and vulnerability.		
Housing standards – Tenant questions Barbara asked if asbestos contractors had timescales. Lorraine's confirmed each contractor has service level agreement to abide by. Barbara raised that she knows of a property that has outstanding asbestos works for a long time. Lorraine confirmed she will investigate this. David asked about a tenant portal so repairs could be chased, and appointments could be viewed. At the moment only a rent balance can be shown – not outstanding repairs. Discussion was had around ongoing works enabling NYC to be in a position to tailor more services to everyone's needs and preferences. Jackie raised a point about those with sight problems not being able to verify an operative's ID badge. Discussion was had around how the operative could confirm their identity with the office and feedback to the tenant, or there could be an introduction of an identifying code word. (ST to action this idea and feedback)			
Service improvement update (ST)	ST covering this for Vicky. Key points over the quarter– Everything on the housing improvement plan is on track in terms of delivery. NYC has harmonized some policies and involved tenants with this. 2518 homes have had a stock condition survey so far. An active scrutiny panel now formed – the last project was around the complaints process. New way of reporting repairs is now up and running – NYC has an online tool to report now.		A copy of complaints report to anyone who wants one.

	Update on complaints report was given - went over key themes. Analysis will be carried out looking for patterns and root causes.		
AOB: Scrutiny update	Barbara updated the group that the scrutiny panel had concluded their project on complaints – they'd presented their findings and recommendations to the Housing improvement board, and they are taking it to members in the new year. The group will be starting a new scrutiny project after Christmas – if any of the group have ideas on a topic, please reach out.		
AOB: Gardening competition	The editorial panel would like to start up the gardening competition again – legacy areas used to run them. Discussion around how it may not be inclusive for those who don't have a garden or cannot afford to enter. Suggestions of making sure there's lots of categories to enter – e.g. – window boxes, sunflowers, pots, most improved garden etc.		
AOB: HRA Business Strategy	CD explained that the government is set to confirm rent convergence. Full council will sign this off in February. Discussion around how NYC needs to charge sufficient rent to maintain and update buildings.		We have a 30-year financial plan we can share following approval by full council in February.

HRA Business Strategy – Tenant Questions Duncan asked how much profit is held in the HRA. ST and CD explained that 30 financial plan is carried out for NYC, this includes any surplus income to be invested into future years. Lorraine confirmed the stock condition work will allow for us to predict and profile spend more accurately going forward			
AOB: Housing Staffing structure	A staffing structure for landlord services was shared.		
AOB: Tenant involvement spend	A table of expenditure in tenant involvement was shared. The biggest spend is on an independent consultant used to support the security panel.		
AOB: Tenant chair and vice chair election	The majority of the panel voted to elect Barbara as chair and Lesley as vice chair. They will remain in position for up to 3 years as per terms of reference.		