**North East Tenant Voice Meeting**

**Thursday 25 February 2021 14.00 – 16.00**

**held via Zoom Conference Call**

**Attendance**

John Johnson – Bernicia Nigel Wilson – Gentoo

Rachel Edmunds – Believe Dave Fidgeon – Bernica

Val Smart – Bernica Elizabeth Anderson – Bernicia

Julie Carter – Bernicia Sheila Capuano – Bernicia

Rebecca Carlin – Broadacres Des Mahon – Broadacres

Pedro Bengalinha – Broadacres Sarah Warren – Broadacres

Anthony King – Darlington Council Becci Gardner Queen – Darlington Council

Claire Turnbull – Darlington Council Keith Robson – Livin

Ian McKenzie – Gateshead Housing Company Anne Mahone – JJ Housing

Kate McArdell-Broome – JJ Housing Lewis Rimington – Karbon

Michael Lisle – Karbon Ashleigh Fulwood – SIFT

Val Scollen – Thirteen Louise Grogan – Your Homes

Jackie Greenwood – Your Homes Lisa Bennison – Gentoo

Catherine Loftus - Gentoo Louise Bassett – Gentoo

Emma Peat – Gentoo Jo-Anne Parkinson – Gentoo

Angela Smurthwaite – Livin Abi Pocklington – Livin

Pam McIvor – Thirteen Jim Scollen – Thirteen

Jim Martin – Thirteen Linda Minns – Thirteen

Emma Maddison – Thirteen Brenda Naisby – Gentoo

Diane Conway – Gentoo John Dannell – Gentoo

Kath Newell – JJ Housing Alan Black – Livin

Michelle Hoggins – Livin Vicky Miller - Livin

Allan Keaveney – Livin

**Notes**

Emma Wetherald – Gentoo

The attendance list reflects the individuals who registered their attendance for the meeting.

**Introduction**

John Johnson thanked everyone for their attendance and advised that the success of the NETV was dependent on everyone working together and taking a collaborative approach to the resolution of common issues. John encouraged individuals to contribute to the forthcoming discussion sessions included within the session.

**Group Breakout Discussions**

Nigel Wilson outlined the structure of the meeting and advised that the attendees would be divided into four break-out groups and asked to consider the following topics:

* Suggestions for the Draft NETV Framework
* What should be the priorities of the NETV?
* What support is required for the NETV?

A feedback summary has been provided below.

1. **Suggestions for the Draft NETV Framework**

Most of the break-out groups were happy with the framework overall and commented that it was well set out, clear and very comprehensive. The consensus was that the framework was tenant focussed and inclusive to all organisations regardless of their size.

It was suggested that the NETV could link with other organisations on a local and national level.

One break-out group suggested the addition of a bullet point under the structure as follows - ‘the independent organisation will be responsible for researching/liaising with other regional tenant voice groups and will call on other groups for advice/expertise’.

1. **What should be the priorities of the NETV?**

The break-out groups felt that the NETV should focus on achieving results in three or four key areas. The areas proposed as priorities for the NETV were:

* The carbon neutral agenda – the work of Thirteen to provide training to tenants in carbon literacy was highlighted as an example of best practice. The reduction of fuel poverty was also proposed as a related issue.
* Reducing the stigma of social housing – the break-out groups suggested that the benefits of social housing versus private rental housing should be promoted.
* Increasing the quality of homes in relation to the Decent Homes’ Standard and fire safety.
* Increasing the standards on housing estates, including a focus on the visual appeal of mixed tenure developments.
* The reduction of digital poverty in relation to training, Wi-Fi and digital devices, this would include the lobbying of Government on Wi-Fi accessibility.
* Landlord performance and the increase of the accountability of Housing Associations.
* The levelling up by the Government of the North of England.

1. **What support is required for the NETV?**

The consensus of the break-out groups was that the NETV should aim to be a self-funding, independent organisation in the long term.

The break-out groups suggested that the option of third party support should be explored, with TPAS the preferred organisation to provide this support.

It the short-term, it was proposed that funding should be requested from the landlords of involved organisations, with the amount of funding requested dependant on the size of each organisation.

A break-out group suggested that a cost benefit analysis should be undertaken prior to any expenditure by the NETV to ensure value for money.

There was a consensus that further digital training was required for tenants to ensure that everyone has the digital capability to participate in the activities.

It was agreed that involved tenants should be reimbursed for expenses incurred through the NETV work.

**Any Other Business**

Nigel highlighted the Citizens’ Jury proposal which had been discussed at the last NETV meeting.

Nigel advised that the next NETV meeting would be held on 26 March between 10.00 and 12.00, and that volunteers would be sought to discuss the agenda.

Nigel commented that volunteers would also be sought to participate in a start and finish group to review the CIH Professional Standards, which would then provide feedback to TPAS.

**Actions**

Nigel and John to contact the involved landlords regarding the provision of financial support and resources to the NETV group.

Nigel to discuss with Jenny Osbourne (TPAS) a funding proposition for the NETV.

An email to be circulated to the NETV group to request volunteers for:

1. A review of the agenda for the next NETV meeting.
2. A start and finish group to review the CIH Professional Standards.