

# North East Tenant Voice (NETV) Meeting

Thursday 17 June, 10am – 12pm

via Zoom

## Meeting Minutes

### Attendance

Name	Organisation	Tenant (T) or Organisation (O)
Alan Black	Livin	T
Anda Baraskina	Beyond	T
Andrea Malcolm	Bernicia Homes	O
Ann Potts	Karbon Homes	T
Anne Mahone	Jonnie Johnson Housing	T
Anthony Paul King	Darlington	T
Ashleigh Fullwood	Your Homes Newcastle	T
Beth Flinton	Beyond	T
Carole Tilley	Believe Housing	O
Dave Fidgeon	Bernicia	T
Des Mahon	Broadacres	T
Dorothy Mead	Beyond	T
Emily Thomas	Broadacres Housing Association	O
Emma Peat	Gentoo	O
Helen Hall	Gateshead Housing Company	T
Ian McKenzie	Gateshead Housing Company	O
Jackie Greenwood	Your Homes Newcastle	T
James Marsh	Beyond Housing	O
Janine Robinson	Beyond	T
Jim Scollen	Thirteen	T
Jo-Anne Parkinson	Gentoo	O
John Johnston	Bernicia	O
Julie Carter	Bernicia Homes	O
Kate McArdell-Broome	Johnnie Johnson Housing	O
Kathleen Newell	Jonnie Johnson Housing	T
Lewis Rimington	Karbon Homes	O
Lisa Bennison	Gentoo	T
Louise Grogan	Your Homes Newcastle	O
Mark Gilbank	Believe	T
Matthew Hufford	Darlington Borough Council	O
Michael Lisle	Karbon	T
Nigel Wilson	Gentoo	O
Pam Mclvor	Thirteen	T
Pedro Bengalinha	Broadacres	T
Robbie Sinclair	Johnnie Johnson Housing	O
Sarah Bage	Thirteen Group	O
Sarah Warren	Broadacres	T

Sheila Capuano	Bernicia	T
Simon Hand	Gateshead	O
Terry Chittenden	Believe	T
Tim Mason	Beyond Housing	T
Val and Jim Scollen	Thirteen	T
Val Smart	Bernicia	T

The attendance list reflects the individuals who could be identified on the zoom call. Please let Leanne Farrell know any amendments so an updated list can be circulated.

Name	Organisation	Role
Gillian McLaren	Tpas	Facilitator
Emma Gilpin	Tpas	Facilitator/Minutes
Leanne Farrell	Tpas	Facilitator

Apologies:

Name	Organisation	Role
Julie Fishburn	Beyond Housing	T
Grace		
Anne Mahone	Johnnie Johnson Housing	T
Sam Grisedale	Beyond Housing	T
Theresa Jones		T
Valerie Lancaster	Beyond Housing	T
Julie Carter	Bernicia	O

### 1. Welcome

Gillian McLaren, Tpas welcomed all to the meeting and there was a round of introductions.

### 2. Minutes of last meeting

The minutes of the last meeting held on 26 March February 2021 were agreed as a correct record. Pam Mclvor and Val Scollen gave their apologies and it was asked for these to be added to the minutes.

### 3. Standing order, commitment to NETV and listening to everyone's voices

Lead by Gillian McLaren, Tpas.

Gill talked about how this is the building stage for the group so there will be different opinions and ways of doing things but that everyone was working towards the same goal which was to get the group up and running, to be effective, and to become a real force for England. All agreed with this as a starting point and Michael added that we also want to see some positive results from our respective landlords and positive actions from central government.

Gill continued that we don't need to rush this stage, and raised the potential to hold two further groups to look at what the structure of the group should look like and bring it back as a proposal to the next full meeting. Gill added that it is really important for Tpas to leave the group with that structure and working areas for outcomes. All agreed.

Gill summarised that there are people involved with lots of experience and others that are very new so it's about how everyone is able to gel together, ensuring that everybody's voice is heard, with an agreement that everyone's opinion is just as important. It is important that we listen to each other and, while we might not all agree, it has to be the consensus. All agreed. Gill added that if anyone feels they are getting their voice heard, or can see someone else isn't, to do let Tpas know, as Tpas is here to facilitate and ensure we are hearing from everybody.

Gill concluded that when Tpas came into this process one of the key messages as that the group wanted to be tenant led and wanted that independence. Part of this was a decision to ask members of staff to join in half way through. This is all a trail so can be changed. Also, members of the group signed up to try out the task and finish approach to the key priorities that the group identified.

#### **4. Task and Finish Groups**

Lead by Gill McLaren, Tpas.

Gill asked the groups to share the progress they made and also to be frank and honest about whether it worked and if they felt that task and finish was the right approach. Gill thanked those who had shared information in advance and confirmed that Leanne will put together a briefing paper for each of the groups based on the information they shared and circulate.

##### ***Improving the quality of homes, neighbourhoods and building safety***

Ashleigh Fullwood shared this group's update, which will be circulated in a briefing paper. Ashleigh added that while, it had worked in the end, only 2 members of the group had carried out the activities and that, despite trying to organise a number of meetings, it had been very hard.

Gill thanked Ashleigh for being open and honest and confirmed that one of the key areas the group had asked for was independence and to work on the key priority themes, and that this requires commitment. Gill added that, while everyone understands if someone is unwell or can't attend due to circumstances, but that it was important for people to be realistic and honest if they feel they are not able to put the time in. Then Tpas will be able to allocate new people to the groups who are able to provide that commitment.

##### ***Tackling and reducing stigma***

Sarah Warren shared this group's update with a very comprehensive presentation which will be shared as a briefing paper. In the update Sarah also posed a number of questions that, it was agreed, would be put to the full group via a survey. The group had passionate discussion about this issue and agreed it was a real priority with particular focus on looking at changing the name 'social or council housing' as being seen to perpetuate the stigma.

Sarah confirmed that this group had worked very well together.

### ***Reducing digital poverty***

Mark Gilbank gave the update from this group which will be shared via a briefing paper incorporating some of the ideas, links and comments from the group such as Janine's point regarding how would you fairly decide who to provide with support, as others in the same financial position may already have committed to broadband for example.

Mark explained that the group met very late in the day, just the Tuesday of this week but that they had used Zoom which had worked well.

Gill shared with the group that the 'See the Person' tenant led campaign is working with Tpas, to hold a week of workshops w.c. 19<sup>th</sup> July and asked if the NETV would like to hold a discussion group to engage with tenants across the country on this issue? It was agreed and Gill confirmed that Tpas would share the information.

There were fantastic, detailed presentations on each topic which meant the group ran over time. At this point the group had a 5-minute break and officers joined the meeting.

### ***Carbon Neutral agenda***

Jim Scollen updated on this group's progress, which will be shared via a briefing paper.

Jim explained that all 4 people had attending 1 meeting but only 2 members were able to attend the last meeting.

Group members posted comments and suggestions in the chat and Helen added that there is a furniture recycling in Gateshead 'foundations furniture' that reconditions and sells furniture at low prices for people on low incomes.

## **5. Webpage content and NETV logo design**

Lead by Emma Gilpin, Tpas

Emma, Pam, Sheila and Ian presented the ideas for the webpage, the presentation will be circulated.

Janine suggested that organisations could promote the website on letters/letterhead.

The suggestion was made to include landlord in the contact form, it was agreed for this to be included as optional.

Ashleigh raised that allowances should be made in the website, where people are unable or don't want to, share their image or video. This was agreed.

Areas to be included in the structure meetings:

Pam raised that the group needed to decide what geographical area they were to cover

Alan raised the question of what would happen if someone wanted to join whose organisation didn't contribute

Emma shared that Tpas had made the offer to pay for the design of a logo for the group. Lots of ideas were presented for this. Tpas to take those and put into a brief for a designer to come up with a few options to bring back to the next meeting.

## **6. Structure of the group**

Gill re-iterated the suggestion that two sessions take place before the next full NETV meeting to discuss and agree a proposal for the structure of the group, taking into account all the suggestions and questions raised. This was agreed.

Anthony asked if there was any social media platform for the group. There isn't currently, options can be considered by the group as part of the structure meetings.

## **7. Any Other Business**

Ashleigh raised the Code of Conduct for the group – this to be agreed as part of the structure meetings.

Gill raised the question of whether, and if so when, officers, should take part in the meetings. John said the organisations were there to support the group, which is driven by tenants, so they are here to show that support and happy to help in any way, as the group see fit. This to be confirmed at the structure meetings.

Emily added that the organisations are happy to share any information the group want via their existing newsletters etc. and just to let them know.

## **8. Date of next meeting**

Thursday 29 July 2021, 10am to 12pm.

Gill suggested this meeting could potentially be face to face in Durham as suggested previously by the group. There were contrasting opinions on whether this was a good idea, this to be agreed closer to the time, when there is more clarity around restrictions.