

# Tenants' Housing Conference

12 July 2023

RESPECT  
ONE  
ANOTHER



SOUTHAMPTON  
CITY COUNCIL

# Welcome!

Conner Clegg  
Chairperson

# Hello from Cllr Lorna Fielker

Cabinet Member for  
Adults, Housing and Health



# Hello from Cllr Toqeer Kataria

Cabinet Member for Communities,  
Culture & Heritage

# Greetings from Claire Edgar

Executive Director  
Wellbeing & Housing

# Tenant Inspectors

Magenta Catz & Lynda Walton

# TENANT INSPECTORS

Magenta Catz & Lynda Walton



**COUNCIL  
HOUSING  
STIGMA**



**TENANT INSPECTORS**  
**Council Housing Stigma**  
**Report**

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Southampton City Council  
Housing Management

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October 2020–October 2021



**COUNCIL  
HOUSING  
STIGMA**







# **'TENANTS FIRST' TRAINING VIDEOS**

Initial meeting on  
**Thursday 20<sup>th</sup> July**  
**2.00pm** at **Challis**  
**Court**, (Nr the  
former Debenhams)



# **CHALLENGING THE STIGMA OF SOCIAL HOUSING TRAINING SESSION**

- **Monday 13<sup>th</sup> November**
- **10.00am**
- **Civic Centre**



**FLY TIPPING**

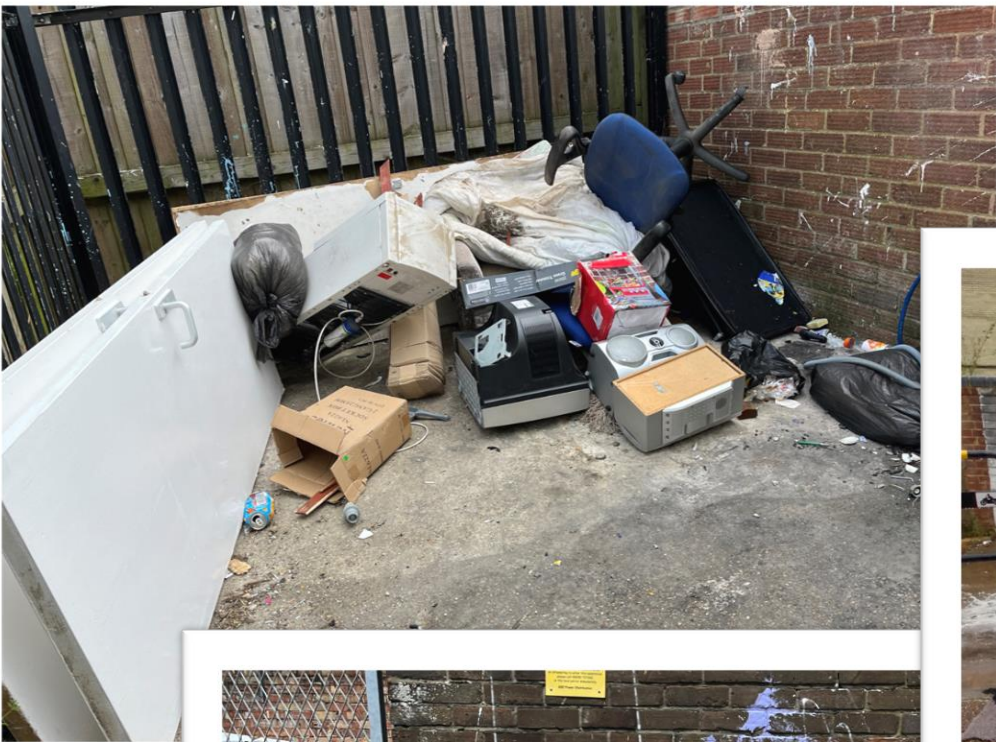
**WITHIN**

**COUNCIL**

**ESTATES**









**Winchester**  
City Council



CITY OF  
*Lincoln*  
COUNCIL



**SOUTHAMPTON**  
CITY COUNCIL



CITY OF  
**YORK**  
COUNCIL



**Portsmouth**  
CITY COUNCIL





# Key Survey Findings

- 76% said fly tipping was an issue
- 48% of tenants did not have transport to be able to use the council's Waste and Recycling Centre.
- Many areas do not have Bulk Collection Areas

**Your views regarding Fly Tipping in your local area**

We are the Tenant Inspectors, a small group of tenants from across the city that look into different areas of the housing service. We are currently examining fly tipping in Council Estates.

**Fly tipping is the illegal dumping of waste (particularly large bulky items) to avoid disposing of it properly.**

We would appreciate your views about fly tipping in your local area, whether it's an issue, and what can be done to reduce it. **Please feel free to continue any answers on a separate sheet if necessary.**

As a token of our thanks, you can enter a free prize draw to win a £20 supermarket voucher.

If you would prefer to complete the survey online, please scan the QR code above.

**Fly Tipping in your area**

1) Is fly tipping an issue in your area? Yes  No  Please jump to question 5

2) What type of things are fly tipped in your area? \_\_\_\_\_

3) Do you know who is causing the fly tipping in your area?  Not sure  
 Tenants/Residents within your block (neighbouring properties)  
 Tenants/Residents from the local area  
 People from outside the area  
 Trades people  
 Other (please state) \_\_\_\_\_

4) Have you reported fly tipping recently (in the last two years)? Yes  No

4a) If yes, how did you report it?  
 Through the council's website  
 Telephoned the council's contact centre (Actionline)  
 Via the Local Housing Office  
 Via the Neighbourhood Wardens  
 Other (please state) \_\_\_\_\_

4b) Was it dealt with effectively? Yes  No   
If yes, then great! If not – can you please explain what happened? \_\_\_\_\_

4c) If not, why not?  
 No fly tipping to report  
 Unsure how to report fly tipping  
 Too complicated to report fly tipping  
 Other (please state) \_\_\_\_\_

5) Has fly tipping in your area reduced, stayed the same, or increased in the last two years?  
 Reduced  
 Stayed the same  
 Increased



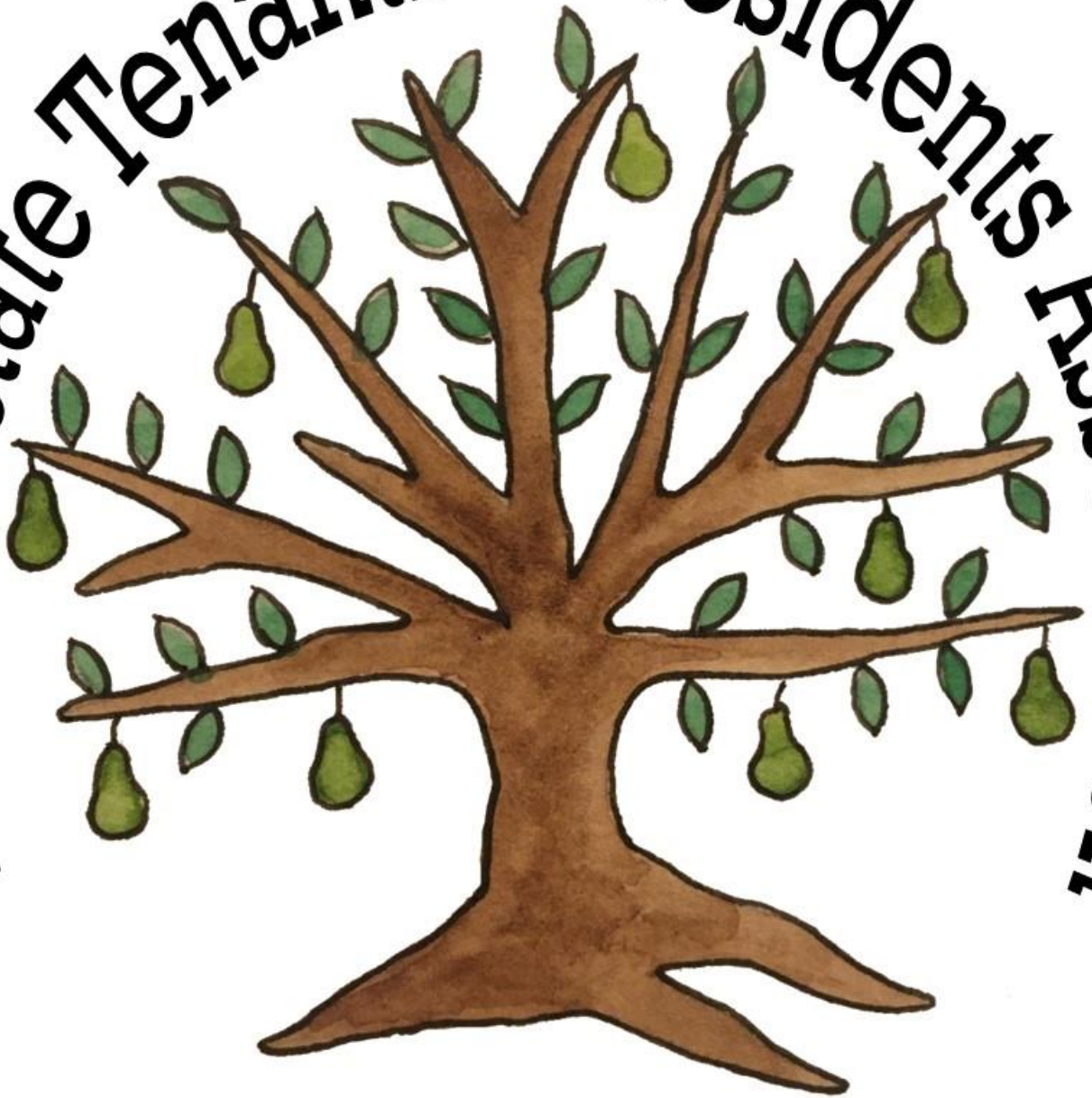
**JOIN THE TENANT  
INSPECTORS**



# Itchen Estate Tenants' & Residents' Association – What we have achieved in a short time

Fiona Sims

**Itchen Estate Tenants & Residents Association**





From 2010  
Tenants' Link



## Itchen Estate gets technical!

The Itchen Estate Tenants and Residents Association have received £2,000 for IT and other publicity equipment. The group, which has been going since 2004, is very active in working to improve the Itchen area for everyone. "We have really been trying to spread the word about the group, by producing regular newsletters and launching our own website at [www.ietra.co.uk](http://www.ietra.co.uk).

“ This grant will really help us become fully self sufficient and communicate with more people. ”

John Sullivan Association secretary.





Working in the Community



Stronger Communities



Stronger Communities

JUNIOR  
**Neighbourhood  
Wardens**

Be part of something BIG.  
Take Part in Free Activities and Projects!  
Call: 023 8091 5180  
Email: [janet.morland@southampton.gov.uk](mailto:janet.morland@southampton.gov.uk)











RECYCLING









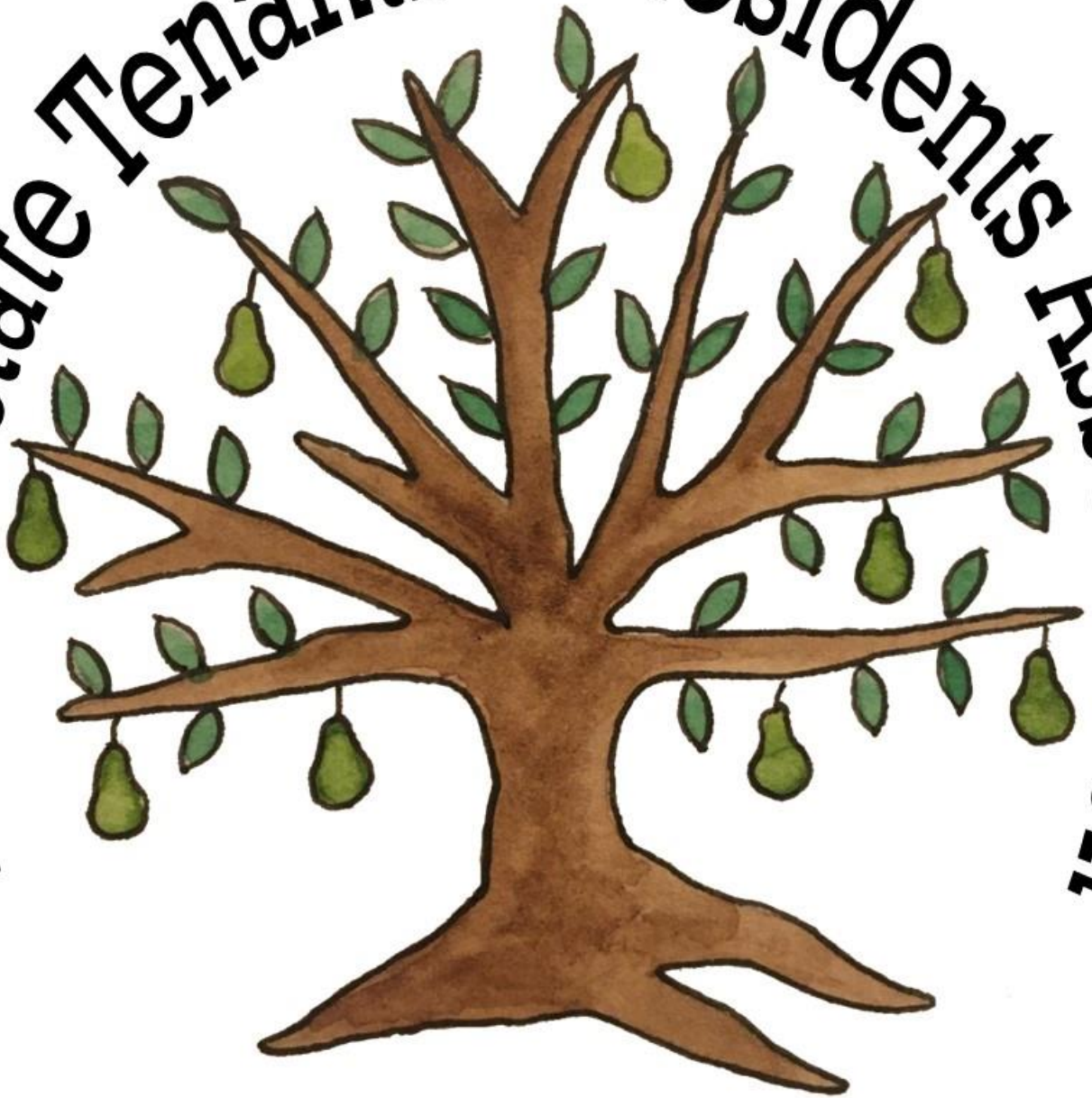








**Itchen Estate Tenants & Residents Association**





# Junior Wardens' 20th Anniversary

Ian Michell and Junior Wardens

**Junior**  
**Neighbourhood**  
**Warden**s



20<sup>TH</sup>  
ANNIVERSARY  
OF THE  
JUNIOR  
WARDENS

# Junior Neighbourhood Wardens



Junior Neighbourhood Wardens help to clean up Marston Park in Millbrook.

## Introducing the Neighbourhood Warden juniors!



Sophie Clark's winning logo design for the Junior Warden scheme.

Mayoral launch for scheme to involve young people in keeping the city safe and clean

THE CITY has its first group of Junior Neighbourhood Wardens following a Mayoral launch for the new initiative in October.

School pupils in the Millbrook area were invited to lead the way and one of their first tasks was to design a logo for the scheme. A competition was held and the launch event in the Mayor's Parlour at the Civic Centre saw the declaration of plans by the Mayor, Councillor Parvati Dasani.

Sophie Clark, a pupil at Mount Junior School, took off with her winning design from 100 other entrants as the first step - a minor success and the responsibility to set the example for the uniform that will be worn by the young people who volunteer their services as Junior Wardens.

The idea to involve children and young people in the new initiative has been developed and funded by the Southampton Waste Neighbourhood Partnership following the successful introduction by the council of Neighbourhood Warden last summer across of



Sophie Clark with her winning design and first patch of a new neighbourhood.

"Local people have complained about problems with youth violence in the past but the young people themselves often complain that there is nothing for them to do. This exciting scheme will give young people something constructive to do - which is fully supported and good fun."

"Not only will their work help to breathe life into the local area but we hope that, by working alongside the official wardens, they will clean up areas and acting as first hand the change that is caused by litter and graffiti, the young people taking part will develop a sense of community pride."

Scheme organiser, Jane Brown, Deputy Area Working Manager, said the initial event was a big success. "We were delighted at the great turnout for the first event. A number of children gave up a day of the half-term holiday to work with us in cleaning up the park, and they all enjoyed the sports, games and refreshments that were organised as a 'thank you' for their hard work."

The scheme, she added, has got off to a great start. "I am looking forward to involving more young people in similar events in the future."

For more information about the Junior Neighbourhood Warden scheme, contact Neighbourhood Warden Wayne Hooper on 0235 2373 0368.

## Junior wardens to get uniform reward

16 January 2004

Further additions to the uniform will be presented to the **junior wardens** as they attend more events. As well as the uniforms, **junior wardens** can collect rewards such as cinema tickets.

## Sophie's logo to go city-wide

16 October 2003

The **junior** scheme follows on from the success of the city's 27 official neighbourhood **wardens**.

## Warden scheme to be extended

26 May 2004

HUNDREDS more children and young people across Southampton are being asked by city bosses to become **junior** neighbourhood **wardens**.

## Teenage wardens shed their L-plates

28 April 2004

SOUTHAMPTON'S **junior wardens** have dropped their "L" plates and are now going it alone, with special responsibility to report problems in their neighbourhood.

# The Junior Neighbourhood Wardens were started back in 2003 to engage with the young people in Shirley & surrounding areas during the summer holidays in an attempt to reduce ASB.

# This was so successful the scheme was continued and expanded into all half terms & the summer holidays.

# WE'VE BEEN BUSY



In the last 20 years the scheme has worked with over **6000** young people

We have completed over **400** community projects, including gardening, park clears, murals & mosaics, fund raising & much more.

In addition to this, we have also run over **180** Intergenerational Sessions, bringing the Juniors and more Senior residents together.



# Value for Money

30<sup>th</sup> May 2023, the **Junior Wardens** were at Weston Adventure Playground. We were building a community garden to be used for the Junior's Club on a Friday, but also can be used by the general community to grow fruit, veg, flowers and a sensory garden. We worked jointly with **SCPA & Plants for People** to put on 2 full days of building, gardening, arts & crafts and outdoor play. Over the 2 days we engaged with 122 children & families. **Corporate Plan** Create more attractive open spaces.



20<sup>th</sup> April 2023: The Junior Wardens launched its 1<sup>st</sup> school litter picking group at St Mary's CE Primary School. CLC kindly sponsored us, supplying litter pickers, high viz vests, hoops, and bags. The idea is the school takes a group of pupils out on a weekly basis to litter pick. On their walk they collect general waste & recycling into relevant bags, learning as they go about what as a city we can & can't recycle. They then report numbers of bags of waste & recycling as well as issues such as fly tipping, back to the Council using an on-line form.



On the day we collected over 15 bags of litter, including 7 of recycling & 8 of waste.

**Corporate Plan.** Create cleaner, more attractive, and welcoming green and open spaces & reduce litter and fly-tipping and improve recycling rates.



In the last 20 years the scheme has **never** overspent.

I work really hard to keep costs down, I am always looking for additional funding and working with partners across the city to get the best value.

These 2 projects were completed in the last couple of months, total spend £0.00

Litter Picking Date	Students Engaged Today	General Waste Bags Collected	Recycling Bags Collected	Additional Issues	What3 Words Location
04/05/2023	6	6	2	Bulk Waste / Fly Tipping	sting, angel, stop
09/05/2023	7	5	2		
18/05/2023	6	4	1		
25/05/2023	6	6	1	Broken Glass	ledge, shovels, blunt
08/06/2023	6	5	1		
<b>Totals</b>	<b>31 Students Engaged</b>	<b>26 general Waste Bags</b>	<b>7 Recycling Bags</b>	<b>2 Additional Reports</b>	<b>Locations Identified</b>

# 20<sup>th</sup> Celebrations

- We are going to re-launch the Junior Wardens post Covid.
- We are updating our web pages to include a gallery and new application forms
- We will also have a section showing all of our projects, allowing parents to book onto projects from our pages.
- Facebook will keep running with 554 members
- To save money we are no longer issuing uniform, but have introduced a Junior Card
- The card will come with benefits for the Juniors including £1 swim, £1 gym £5 Kayaking £5 Ringo's all courtesy of Active Nation. I am also looking at other deals such as Family Bowling



The cards we will print ourselves and the initial cost of the machine, 600 cards and printer inks have all been covered by outside funding.

We have a celebration event organised for Tuesday 8th August 2023 in Mansel Park. This will also be a re-launch of the junior wardens, post covid.

11am opening by the mayor & a few words from 2 original junior wardens from 20 years ago.  
11.30am – 3pm fun & engaging activities for all attendees.

Rules for attending:

- Have a stall to advertise to the public about your business, charity or organisation
- Run a **free** activity for families or young people as part of your stall. e.g. hook a duck, dressing up making playdough or slime etc.
- please bring your own gazebo etc as these are not supplied on the day.

Stalls So Far:

*Face painting, Bouncy castles, Sporting activities, Food/refreshments, Police\*, Fire\*, Taekwondo\*, DJ\*, Professional photographer, Lord Mayor, 2 original junior wardens, **U19's women's world boxing champion**, Winchester Science Centre, Family Hub West, Fostering, ZoieLogic Dance*

**Junior**  
**Neighbourhood**  
**Warden**<sup>s</sup>



**THANK YOU  
FOR  
LISTENING**

**ANY  
QUESTIONS?**

# Improving our repairs service

Tenant Repairs Panel

Vicky Lee Egerton



# Tenant Repairs Panel

Conference Update  
2023

by

Vicky-Lee Egerton



We have been busy this year.

This presentation should give an idea what we have been doing



- There were issues with contractor's knocking on doors, with no advance notice to the tenants. This caused some concerns, so was raised to ensure it doesn't happen again.
- Also, an ongoing issue with sink blockages, in a block of flats, where charges were being put to the tenant. The call centre are now aware of the block and don't apply the charges.

- The installation of new extractor fans in a tower block, were proving to be very noisy, and causing a huge disturbance for tenants. This was raised by the Repairs Panel with action being taken by the relevant team.
-

# Lift meeting to discuss breakdowns.

Lifts out of order has been a major issue for certain blocks.

Therefore, the Repairs Panel organised a meeting with senior managers, to discuss the way forward.

It proved to be very useful, and an action plan has been put in place.

This includes more available information in communal areas, and on noticeboards, as to how to report a lift out of action. Also, greater emphasis on communication with tenants.





# Call Centre assistance.

**With complaints about reporting repairs, we now have the call centre manager attend the panel meetings.**

**This enables any call centre queries raised, to be responded to directly, during the meeting.**

**This has proved very positive in managing the complaints.**



# Fire door replacements.



**Many flats have had replacement fire doors, as part of the fire door replacement program.**

**These are inspected regularly.**

**Recently, the Repairs Panel have arranged for the option, for any tenant to accompany future inspection, as part of the Fire Risk Assessments.**





# Damp and mould

Damp and mould has been a concern for many tenants, particularly since the sad death of Awaab Ishak.

Southampton City Council have had a damp reduction initiative in place since 2013, between Housing Operations and Property.

This involves a systematic survey of all properties, with more than 5 repeat visits for damp and mould – starting with those that have had the greatest number of repeat visits.

Each of these properties has a Damp Reduction Initiative (DRI) survey, which consists of a 10-page form for consistent monitoring, using professional damp assessment equipment. This information is kept on a single register of all DRI surveys and subsequent remedial works.

The panel are also requesting information about what planned investment is being undertaken in properties, to help prevent this issue.



# Reporting Repairs

Residents who don't have a personal email address are unable to report online.

However, a friend or family member can report on your behalf or allow you to use their email address. The local library may also be able to assist in setting up an email address.

A phone call is still an option, and you can receive a call back by leaving your phone number

The screenshot shows the Southampton City Council website interface for reporting a housing repair. At the top, the council's logo and name are displayed. The main heading is "Housing - Report a repair - For council tenants and leaseholders". Below this, a progress bar indicates that the process is 40% complete. The form content includes a sub-heading "Report a housing repair - For council tenants and leaseholders" and a section titled "About you". Under "About you", there is a question "I am reporting this repair\*" with four radio button options: "As a tenant", "On behalf of a tenant/block", "As a leaseholder", and "As an SCC warden or employee". Below this is another question: "Do any of the following apply to those living in the property?" with four checkbox options: "Have children under 12 months", "Registered disabled", "75 years old or over", and "Live in sheltered or supported accommodation". At the bottom of the form, there are two blue buttons: "Previous" and "Next".

**SOUTHAMPTON CITY COUNCIL**

## Housing - Report a repair - For council tenants and leaseholders

Services | Housing - Report a repair - For council tenants and leaseholders

Current estimate: 40% complete

### Report a housing repair - For council tenants and leaseholders

#### About you

I am reporting this repair\*

- As a tenant
- On behalf of a tenant/block
- As a leaseholder
- As an SCC warden or employee

Do any of the following apply to those living in the property?

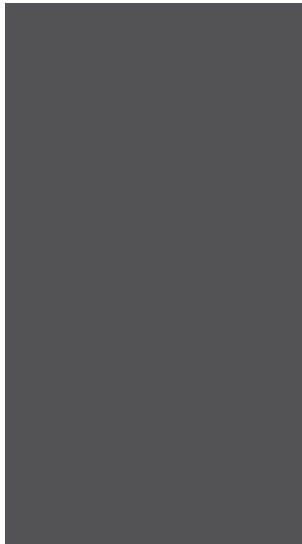
- Have children under 12 months
- Registered disabled
- 75 years old or over
- Live in sheltered or supported accommodation

[Previous](#) [Next](#)



# Rising costs have an impact.

- Costs are rising, as you would expect.
- Adding to the costs are properties left in a poor condition.
- This leads to delays in other repairs. It's due to the time required to undertake the work needed to the property, before it is then available to be let again.
- Understandably, this extra work is having an impact on the repairs budget.





# Save money with the Travis Perkins discount card



Travis Perkins  
have a discount  
card available for  
use of tenants,  
their families,  
and friends.

This can be used  
in a branch  
quoting account  
number LL8877.

We are aware of  
some issues with  
using this code  
when ordering  
online and are  
currently working  
on a solution.



The Tenant Repairs Panel meet  
bi-monthly on a Monday morning.

If you would like more information,  
please contact Debbie Collis on  
07901 115084 or email  
[deborah.collis@southampton.gov.uk](mailto:deborah.collis@southampton.gov.uk)



# Thank you for listening

If anyone would like a copy of  
this presentation, please  
contact Debbie Collis.

# New Government Initiatives

Michael Farleigh,  
Tenant Engagement Officer



# Four Million Homes



# [www.fourmillionhomes.org](http://www.fourmillionhomes.org)

Guidance on social housing resident rights and the services landlords are required to provide. Here you'll find information on a wide range of issues including repairs and maintenance for your home and communal areas, anti-social behaviour, and how to tackle your landlord.

Free monthly webinars and in person training (nearest to us is in London).



Department for Levelling Up,  
Housing & Communities

# Tenant satisfaction measures



Regulator of  
Social Housing



Residents should know how well their landlord is performing

These mean that tenants will be able to compare Southampton CC with social housing landlords across the country



# Tenant satisfaction measures



Regulator of  
Social Housing



Will include a mixture of transactional (using Council Data) and perception questions (getting the views from tenants)

Being collected this financial year and will be reported during 2024/25 (hopefully this time next year!)



# Buffet Break & Information Stands



# Visit stalls on the sides of the room





# ZoieLogic performance

ZoieLogic

# Resources Panel

Tenant Resources Group: Lesley Beyleveld  
Brenda Chahal & Dreena Hartup



# The Tenants Resource Group

Lesley Beyleveld, Brenda Chahal  
& Dreena Hartup



**Goodbye**

**Steve . . . .**

**. . . Hello**

**Jamie!**

# Our new/updated objectives

- Influence the Council's financial plans and spending priorities
- Ensure that decisions about capital and revenue expenditure reflect priorities agreed with tenants.
- Monitor delivery of the Housing Revenue Account Business Plan.
- Monitor the spending of the HRA to ensure the ringfence is enforced.
- Ensure transparency in the process of setting rents and associated charges.
- Work with the council to agree service charge and financial policies that have a direct impact with tenants (e.g. heating charge etc).
- To make sure that SCC tenants' views are included in national consultations.
- To monitor and scrutinise the income to the HRA to help ensure that rent arrears are kept to a minimum.
- Ensure that the work of the Resources Group is fed back to the wider tenant body on a regular basis

**the issue with**  
**VOIDS**





**ARREARS**

# ***Struggling with Rent Arrears?***

Contact the

**Welfare Rights & Money Advice Team**



**023 8083 2339**



**welfarerights.advice@southampton.gov.uk**





**getting Tenants  
involved in**

**PROCUREMENT**

**Contact us  
direct at**

**SouthamptonTRG  
@gmail.com**



# **The Tenants Resource Group**

***Thanks for  
listening!!***



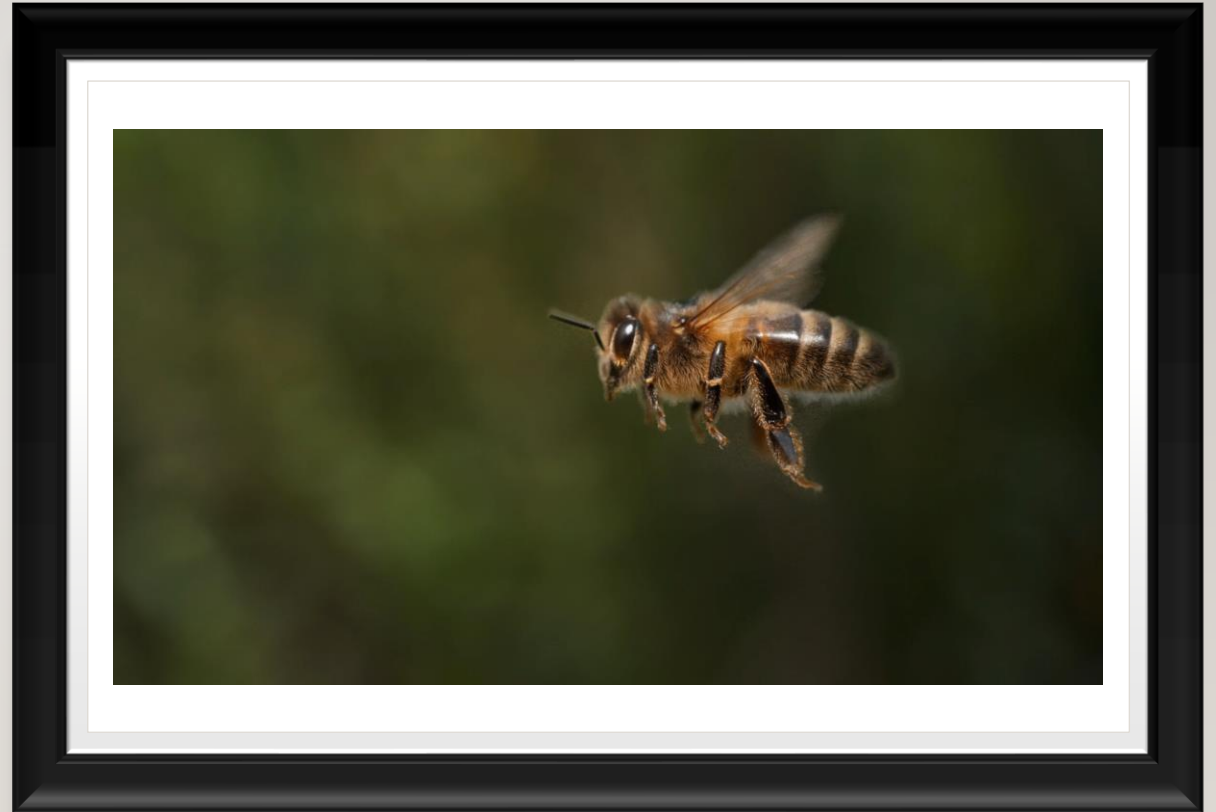
# Bizzie Bees' Garden Club – going solar!

Vicky Lee Egerton

BIZZIE  
BEEES'  
GARDEN  
CLUB

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WHAT HAS BEEN  
HAPPENING



THIS IS HOW IT  
STARTED,  
A BLANK  
WOODEN HOUSE

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AND THEN THIS HAPPENED





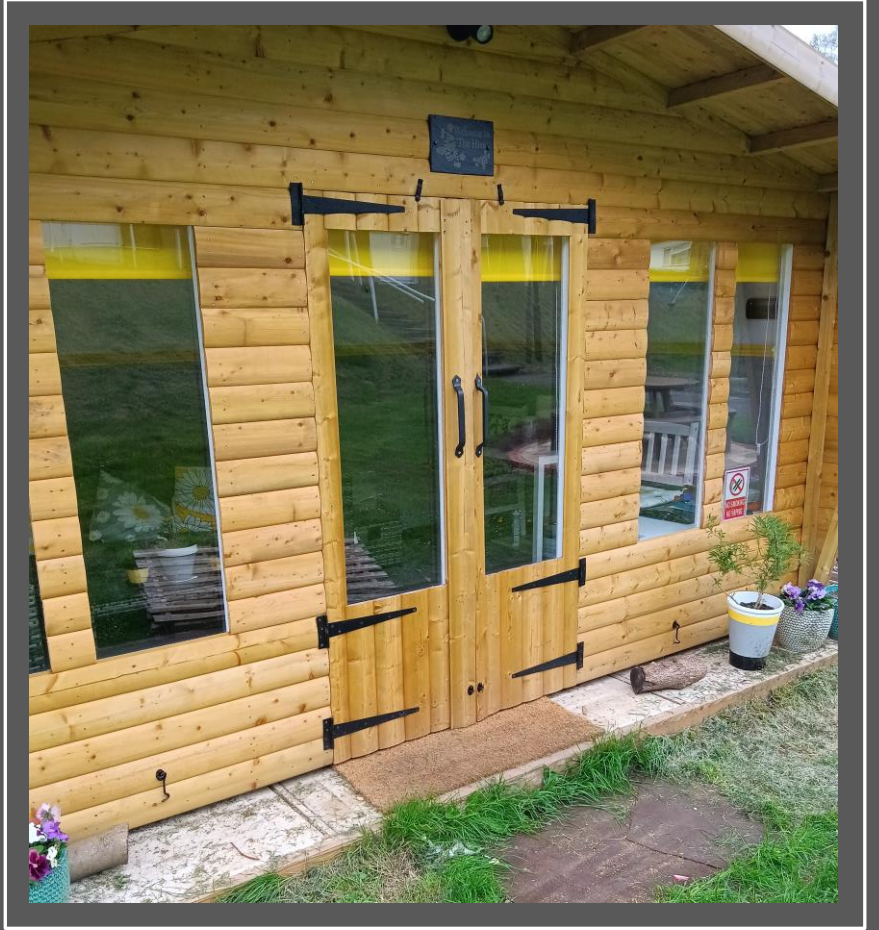








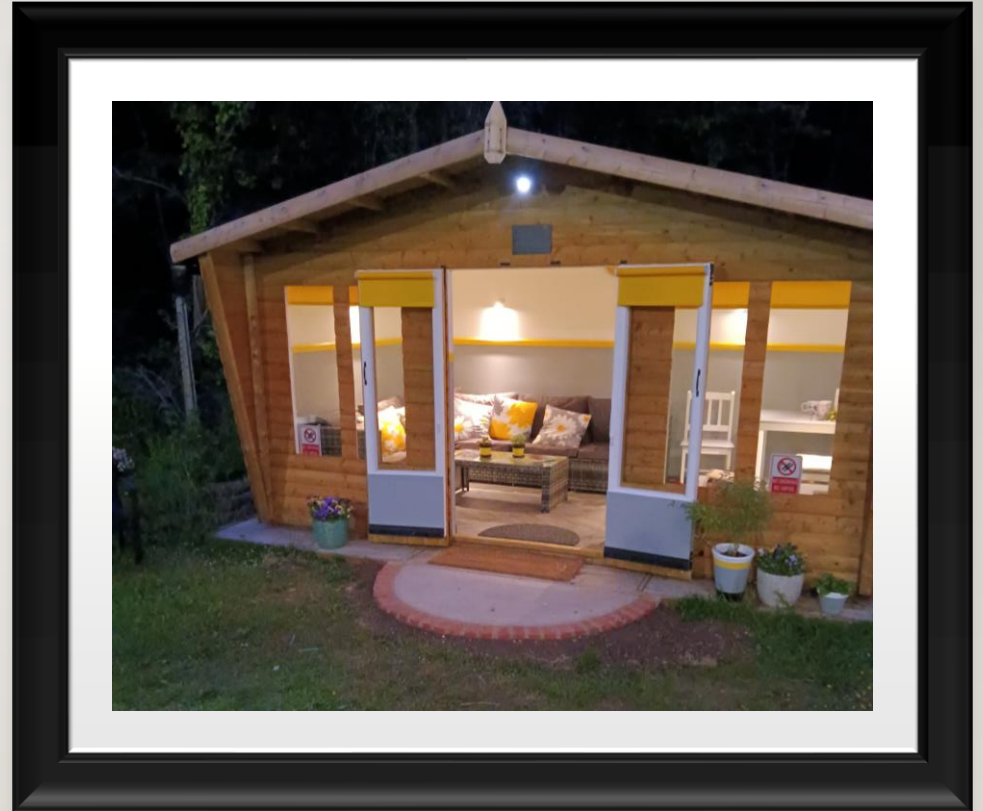




# NIGHT VISION

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THE LIGHTS MAKE THE SUMMER  
HOUSE LOOK COSY AND INVITING

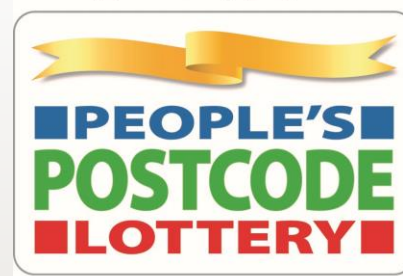




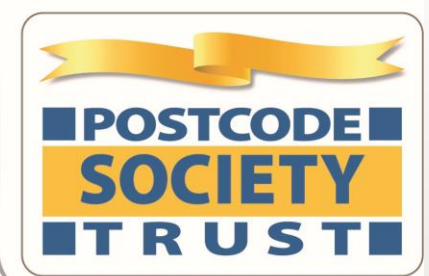


Our grateful thanks to all the those who have helped and supported the Bizzie Bees, with practical help as well as advice. But a HUGE thank you to the team at the Decent Neighbourhood Project, as without them the project may not have been completed.

Supported by players of



Awarded funds from





IN MEMORY  
OF  
GILL QUINN  
AND  
TAD RAK

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# Scrutiny

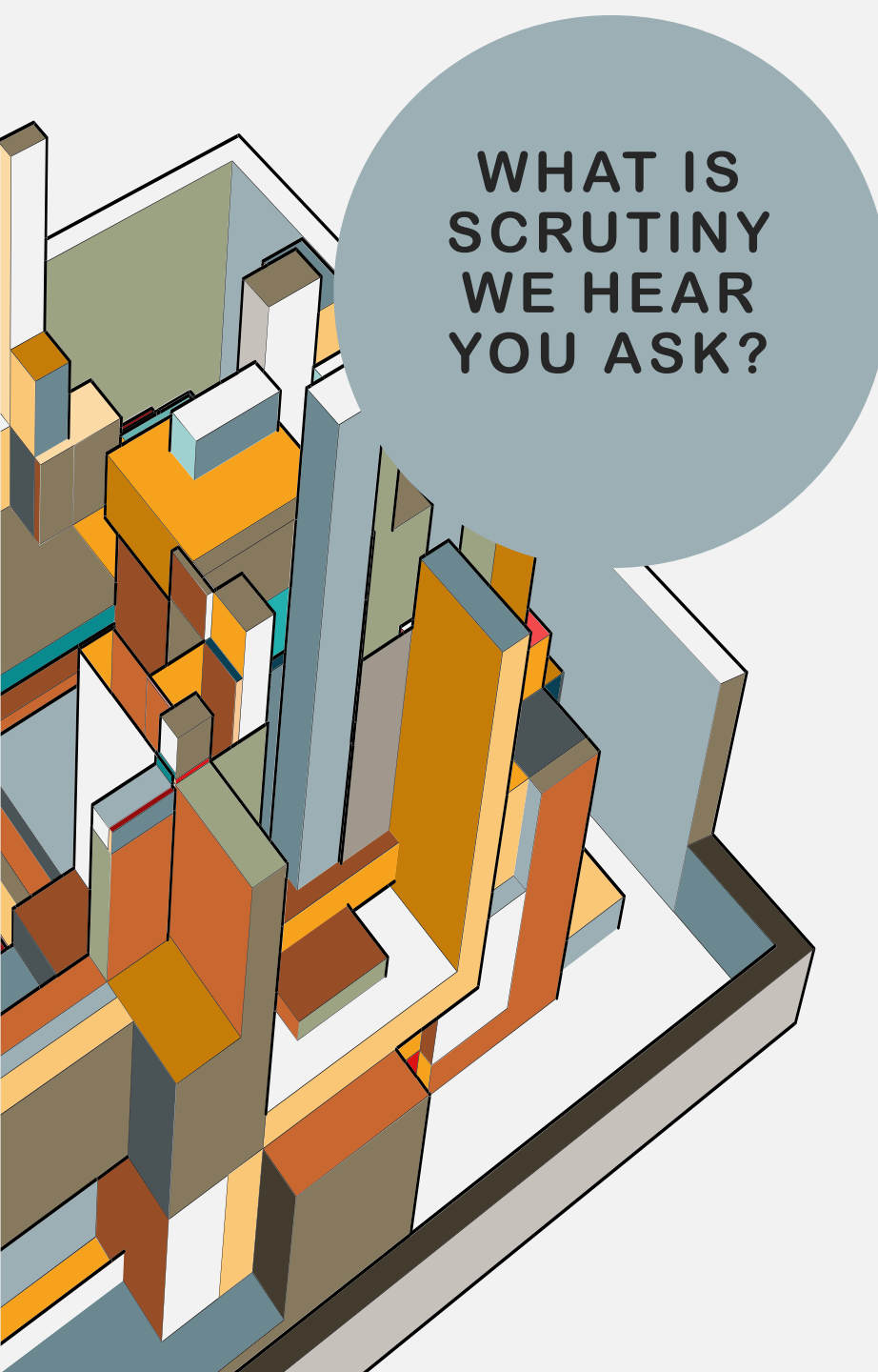
**Tenants' Scrutiny Panel: Helen Miller  
& Alex Williamson**



# SCRUTINY REVIEW 2023

Presented by  
Helen and Alex





WHAT IS  
SCRUTINY  
WE HEAR  
YOU ASK?

**It's about tenants, being able to hold Southampton City Council (SCC) to account, by reviewing how well services are being delivered.**

**We provide feedback, gather evidence and help make recommendations that will improve the services.**



## **AREAS WE HAVE COVERED**

### **Decorating Pack Information**

**We wanted to make sure the information on the SCC website, regarding the moving out standards, and the accompanied viewing checklist, is clear and consistent.**

**We have made it clearer on the website when a decorating pack is offered.**

**The packs will also be offered to supported housing as well as general needs housing where previously it is was not.**

# WARD INFO FOR HOMEBID

- It was felt that more information about the available properties could be added to Homebid, we felt that people would be able to make a more informed decision about accepting a property if they knew more about the property and the area.
- Our suggestions were to add the floor plans, internal photographs, and local ward information such as nearest doctors, schools etc. Although this is currently on hold due to staff time constraints and funding it is hoped to revisit at a later date, as we feel this is important.

[Registered users login here](#)

## How to log in

To login, please enter your Homebid reference number as your user ID (enter the number only, not 'SCC') and your date of birth as your PIN. The PIN is a 6 figure number without spaces; for example, if your date of birth is 8th November 1967 you must enter 081167.

Log in box

User ID\*

Password

[Log in](#)



# **GREEN SPACE H.E.L.P. (HOUSING AND ENVIRONMENTAL LOCAL PARTNERSHIP) AGREEMENT**



Any land that belongs to Southampton City Council, that an individual tenant or a group, would like to take on the maintenance of, to create a communal garden etc. should have a signed H.E.L.P. agreement.

The agreement sets out exactly what is expected from SCC and the tenant/group, and the specific area covered.

We have rewritten the agreement, so it is not so wordy and using plain English.

City services and the Local Housing Offices will all be using this new version.

# COMPLAINTS



**Customer satisfaction should be a priority. That is why we are so keen on improving the complaints process and paperwork, as well as ensuring that information is accessible on how to complain.**

**An updated guide and complaints form has been created by the panel and is available at libraries, housing offices etc. Information about the ability to contact the Housing Ombudsman for advice at anytime, has been added to the complaint letters.**

**We have made suggestions for the monthly managers updates. Also, for the panel to receive the update. Although this is on hold due to staff allocation taking place, since a staff member has left SCC. This should hopefully be resolved soon, as it is important for tenants to have sight and input into complaints.**





## HOUSING POLICIES

- Although this seems a boring subject, it is very necessary to have policies and procedures in place, to ensure day to day work undertaken is compliant with any laws and regulations. They also ensure internal processes are streamlined.
- We undertook a large piece of work looking at which policies were currently on the SCC website for all tenants and leaseholders to view in comparison to how many policies were used internally.
- From this we identified that policy's such as the anti-social behaviour, domestic abuse, repairs, pet and mobility scooter policies to name a few were not available on the website.
- These policies are important for us tenants and leaseholders to be able to readily access to understand if we are getting the correct service. There should be openness and transparency. Approval was given by management to add these to the website but again a staff member has left SCC and this piece of work is on hold.





# SIGN UP REVIEW

We have been undertaking a review into the sign-up paperwork.

As part of this we have contacted new tenants, all staff involved in the sign-up process, to gauge their thoughts on the sign-up paperwork.

The final report is being written at the present time with recommendations for improvements.





**THANK YOU FOR  
LISTENING**

**If you wish to  
know more about  
the Tenant  
Scrutiny Panel,  
please contact**

**Debbie Collis via  
the Tenant  
Engagement  
Team.**





IN MEMORY OF  
FRANK  
BOULTON

A MUCH-VALUED  
MEMBER AND WILL BE  
SADLY MISSED

# 46 Roundhill Community Voice



[Watch the Video on YouTube here](#)



# Get Involved

Lynda Walton

# Supporting Decent Neighbourhoods

Vicky Lee Egerton



# Decent Neighbourhood Project

A request on behalf of  
residents.



# Support from local Councillors

I contacted all listed Councillors, across the city.

Those who were happy to be named as supporting the project are as follows:-

**Cllr. Warwick Payne**

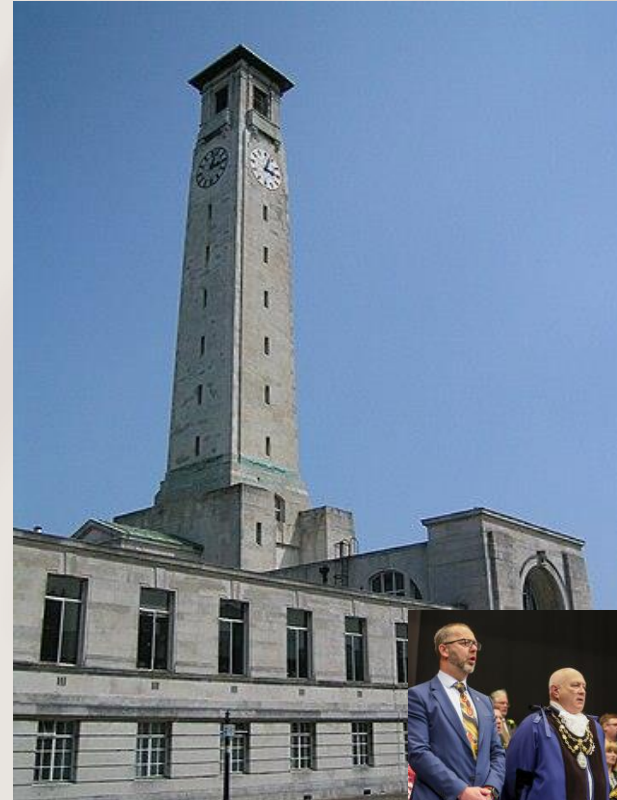
**Cllr. Peter Baillie**

**Cllr. John Savage**

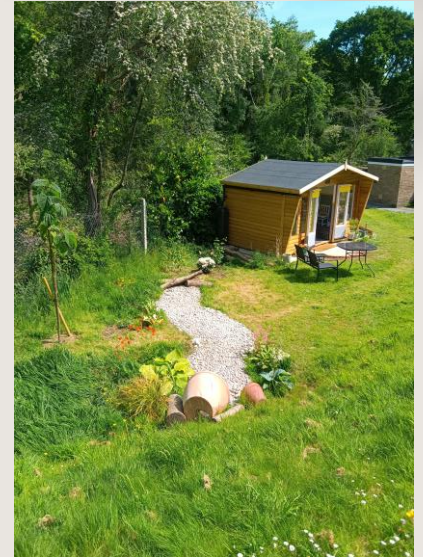
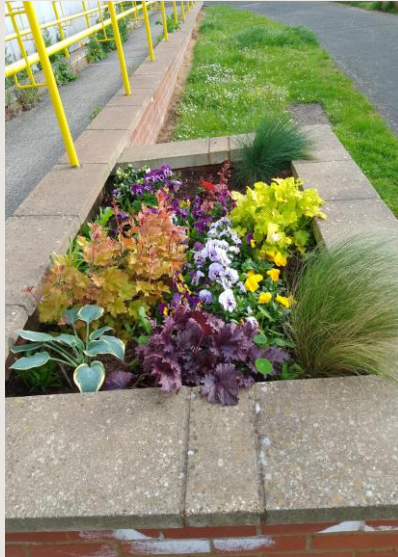
**Cllr. Sarah Bogle**

**Cllr. Valarie Laurent ( Lord Mayor)**

**Cllr. Catherine McEwing**



**Just a few picture of what can be achieved with the help and advice from the DNP team.**



The way to get started is to quit talking and begin doing.

Walt Disney





**Thank you for listening.**





# Surveys: Scrutiny boot camp, Tenant engagement satisfaction, Tenants' Link & safety survey

## Goodbye

Francesca Prior

# Conference evaluation

**Have a  
safe journey home**