

# Minutes



Nottingham  
City Council

Housing  
Services

## Housing Assurance Board

**Minutes** of the meeting held on **26<sup>th</sup> March** at 6pm via Microsoft Teams.

### ATTENDEES

BM- Board Member

Tanaiya Daniel (Chair), Anne Dean (Vice -Chair), Marie Smith (BM), Kudzai Muganhiri (BM), Bereket Amaha (BM), Kathy Sheldon, Assistant Director (Tenancy and Neighbourhoods), Chris Keane, Assistant Director for Highway & Public Realm Services, Heather Fry, Safer Neighbourhood Housing Manager, Mark Lowe, Assistant Director (Strategy), Siobhan Reilly, Tenant Involvement Project Manager, Amanda Outram, Tenant Involvement Project Manager, Cherrelle Daniel, Tenant Involvement Project Manager.

### APOLOGIES

Charlotte McGraw, Strategic Director of Housing, Cllr Jay Hayes, Executive Member for Housing and Planning, Lisa Dawkins, Head of Involvement, Jayati Bhattacharjee (BM)

### ABSENT

Victor Haven (BM)

Item No.	Item Detail	Actions	Action Completion Date
1	<p><b>Attendance and Apologies for Absence</b></p> <p>Attendance and apologies as noted above.</p> <p><b>No Declarations of interest</b></p> <p><b>Previous Minutes and Actions from the meeting held on 4<sup>th</sup> February</b></p> <p>The Minutes were confirmed as a correct record for the meeting held on 4<sup>th</sup> February. The Actions for the meeting held on 4<sup>th</sup> February are as follows:</p> <ul style="list-style-type: none"><li>○ Resident Influence Strategy – the board’s recommendations were to be considered and strategy to return to board for review. An update will be provided under Item 6.</li></ul>		

	<ul style="list-style-type: none"> <li>○ The board requested to see an example of the automated damp and mould letters sent out to tenants. The board have received an example of this by email.</li> <li>○ The board formally announced that the next deep dive scrutiny review would be into complaints and I can confirm that an Initial meeting has taken place with the Performance team to discuss the review and set out a scoping document.</li> </ul>		
2	<p><b>Update on the Grounds Maintenance Recommendations and Action Plan</b> - Kathy Sheldon, Assistant Director (Tenancy and Neighbourhoods) &amp; Chris Keane, Assistant Director, Highway &amp; Public Realm Services</p> <p>An update provided on progress on the Grounds Maintenance Scrutiny Review/ recommendations and action plan, which assessed service quality, value for money, and tenant satisfaction, and produced 23 recommendations.</p> <p>An action plan was shared with the Board and noted as a working document to be refined for future reporting. Of the 23 recommendations, 15 actions are in progress, one has been completed, five are yet to commence, and two have been deemed unfeasible. The Board welcomed the action plan, particularly the inclusion of a Service Level Agreement, the approach to estate inspections, and increased tenant involvement.</p> <p>The Board sought clarification on the proposed inspection app outlined in the recommendations. Kathy Sheldon advised that the current HouseMark system supports inspection reporting but has limited capability for trend analysis. Work is underway with HouseMark to improve functionality, alongside consideration of alternative options to improve system integration and avoid duplication. An indicative target of the end of July was noted, subject to IT capacity.</p> <p>The Board discussed the frequency of future updates and agreed that progress reports would be helpful either on a six-monthly basis or aligned with the key action plan milestones.</p> <p><b>ACTION: Updates to be included on the forward plan for the board.</b></p>	KS	28.5.26
3	<p><b>Housing Services Anti-Social Behaviour and Hate Incident Policy and Service Standards</b> - Heather Fry, Safer Neighbourhood Housing Manager.</p> <p>Heather Fry presented the revised ASB Policy, confirming it updates an existing policy to ensure continued alignment</p>		

	<p>with tenant expectations and the Regulator of Social Housing’s consumer standards. The policy is supported by new service standards co-developed with the ASB Service Improvement Group.</p> <p>The Board welcomed the comprehensive policy and sought clarification on escalation processes and partnership working with the police. Heather confirmed strong multi-agency arrangements are in place, including neighbourhood action teams and police-led multi-agency problem-solving meetings, with escalation managed through housing managers and strategic partnerships.</p> <p>The Board also raised concerns about the clarity of the service standard referring to a “single point of contact,” noting potential ambiguity for tenants. Heather clarified that the housing patch manager is responsible for managing the case and acting as the main point of contact, but tenants would not be given a direct telephone number. Reporting of new incidents should continue via the customer contact centre to ensure availability and continuity. Heather agreed to review and revise the wording to better manage tenant expectations and to take proposed changes to the ASB Service Improvement Group.</p> <p><b>ACTION: Changes taken to ASB service improvement group for review</b></p> <p>Further clarification was requested on the distinction between standard and raised risk cases The Board was also assured that risk grading is based on the impact on the individual rather than solely the incident type. All cases are assessed using a scoring matrix informed by Home Office guidance, with raised-risk cases contacted within one working day and standard-risk cases within three.</p> <p>The Chair also queried why information on how to report ASB, set out in Section 9 of the policy, was not reflected in the service standards. Heather Fry agreed that this is key information and confirmed she would work with the Marketing and Communications team to ensure reporting information is clearly included within the service standards.</p> <p><b>ACTION: Information on reporting ASB to be included in the service standards document.</b></p> <p>The Board thanked Heather for the detailed responses and assurance was provided on the robustness of the policy and accompanying service standards.</p>	<p>HF</p> <p>HF</p>	<p>28.5.26</p> <p>28.5.26</p>
4	<b>Total Mobile Update</b> - Jon Peel, Business Transformation Programme Manager		

	<p>Jon Peel provided an update on the rollout of the Total Mobile system and progress in decommissioning legacy systems. Repairs, gas servicing, and voids have now migrated to Total Mobile, enabling tenants to view repair histories, certificates, photographs, and appointment tracking through the tenant portal.</p> <p>A phased introduction of the tenant portal is underway to test functionality and ensure tenant contact details are accurate before wider promotion. Board members were invited to trial the portal and provide feedback on any issues encountered.</p> <p>The portal currently supports repairs and maintenance only, with tenancy and rent services remaining on Housing Online. Updated guidance materials will support tenant self-service alongside existing contact routes. Early feedback indicates improved performance, reduced missed appointments, positive staff experience, and enhanced data visibility to support regulatory assurance. Future opportunities to integrate asset management data into Total Mobile were also outlined.</p>		
5	<p><b>Housing Perks</b> - Mark Lowe, Assistant Director (Strategy)</p> <p>Mark Lowe outlined a proposal to trial Housing Perks, a voluntary mobile app offering tenants discounts on everyday living costs such as food, fuel, and household items. The app would complement existing hardship support and is not intended to replace other assistance. The scheme is already in use by several councils and housing associations, with reported positive outcomes. A one-year pilot is proposed, followed by a tenant-led evaluation.</p> <p>Tenants register using their tenancy number, with no personal data shared. Discounts can either be kept as savings or directed toward reducing rent arrears or building rent credit. Next steps include setting up systems, staff training, and a communications campaign. Uptake and tenant feedback will inform whether the scheme continues beyond the trial period.</p> <p>Board members raised questions regarding whether the proposed Housing Perks app could be adapted to support saving towards specific council charges, such as garden waste subscriptions or additional bulky waste collections, as a potential means of preventing fly-tipping. Mark Lowe advised that this may be challenging due to financial and accounting processes, as savings are currently credited directly to rent accounts. He agreed to explore this further with Finance and provide an update.</p>		

	<p><b>ACTION: Mark Lowe to provide an update on whether the savings under the initiative could be used in conjunction with other NCC charges.</b></p> <p>Board sought clarification on the cost to the Council. Mark confirmed that the scheme would be funded through the Hardship Fund, using additional budget allocated following the closure of the Responsible Tenant Reward Scheme. The annual cost is capped at £15,000 and is not expected to reduce existing hardship support. The scheme is anticipated to represent good value for money, including potential reductions in rent arrears.</p> <p>The Board emphasised the importance of an inclusive communications approach, particularly for tenants who are not IT-confident, and stressed that the app should be presented clearly as one element of a wider package of hardship support. Mark reassured the Board that alternative, non-digital support routes will continue to be promoted.</p> <p>Members welcomed the proposed one-year review and requested that outcomes, including tenant take-up, feedback, and value for money, be reported back to the Board.</p> <p>It was agreed that a written overview of the full range of hardship support available would be shared with Board members for further assurance.</p> <p><b>ACTION: Board requested information on NCC Housing Services hardship fund scheme.</b></p>	<p>ML</p> <p>RH</p>	<p>28.5.26</p> <p>28.5.26</p>
<p>6</p>	<p><b>Update on the Resident Influence Strategy –</b> Siobhan Reilly - Tenant Involvement Project Manager.</p> <p>Officers provided an update on the revised Engagement Strategy following feedback from the Board, residents, senior management, and an independent TPAS review. The strategy has been redesigned to improve clarity and accessibility, with clearer priorities, embedded tenant feedback, a new “Measuring Success” section with KPIs, and a consolidated implementation plan. TPAS feedback was largely positive, with one final amendment underway to strengthen how resident feedback links into governance. Subject to this change, the strategy will progress through the Executive Member decision process and be circulated to Board members for review. Members welcomed the improvements and requested time to consider the full document once shared.</p>		

7	<p><b>AOB</b></p> <p>Board members were reminded that annual appraisals are overdue and arrangements will be progressed over the next week.</p> <p>An update was provided on Board recruitment and interviews and arrangements for an informal induction meeting for those newly appointed.</p> <p>It was advised that the deadline for Board feedback on the complaints scrutiny scoping document has been extended until the end of next week to inform the review focus before recruitment of the tenant scrutiny group.</p>		
11	Meeting concluded at 7:30PM.		