



<p>3</p>	<p><b><u>New Tenant Induction</u></b></p> <p>PD explained to the group what a tenant induction is and explained their purpose. He provided the members with copies of the induction leaflet and the induction power point presentation.</p> <p>Tenant Inductions began in 2009 and initially there was a good turn out. Although the feedback from those who had attended the induction was positive, there had been a recent decline in the number of new tenant who attended.</p> <p>PD opened it up to the group for discussion and feedback on whether they thought the induction should continue and if so, suggestions on how to encourage more new tenants to attend.</p> <p>The following changes were suggested by members and agreed:</p> <ul style="list-style-type: none"> <li>• To rename as the ‘Welcome to your new home’ meeting as induction sounds too formal.</li> <li>• To hold smaller local sessions around the area offices and community centres rather than one big meeting.</li> <li>• To hold the meetings in an afternoon instead of in the mornings. Start time 2pm.</li> <li>• Lettings Officers to provide details at the sign up interview as to when the next session was taking place and ask the new tenants if they will be attending.</li> </ul>	<p>PD</p>
<p>4</p>	<p><b><u>Performance Information</u></b></p> <p>PD provided members with the results of the Customer Satisfaction Survey and the Performance Information relating to Lettings and Empty Homes.</p> <p>The Satisfaction Survey results were discussed and PD provided feedback to the group on the individual comments received.</p> <p>One of the suggestions on the Satisfaction Survey was to provide new tenants with a card with contact names on. This will be taken forward.</p> <p>PD read through the performance information and gave explanations to the group regarding targets that had not been achieved. No issues were raised by the group regarding performance.</p>	<p>PD</p>
<p>5</p>	<p><b><u>SIP re-launch</u></b></p> <p>ST explained to the group that the aim was to formalise all Service Improvement Panels in line with the new proposed structure. This will involve members agreeing to and signing a code of conduct . ST explained that the role of the group will be much more strategic and members will be responsible for monitoring the performance of the services and the local offers. This means that the meetings will not focus on individual issues or concerns. The group will still have a</p>	<p>PD/IF/ST</p>

<p>6</p>	<p>consultation role and will continue to review policies, procedures and information. ST explained that training will be provided for SIP members to present a better overview of the service, the responsibility of members and may also include a visit to Homestop/shadowing of officers. ST advised that all other SIP's will be formalised in the same way.</p> <p>AOB</p> <p>MC asked if we could provide him with details on the number of adapted properties we have.</p> <p>MC asked if a card could be left in the property when the outlet pipes on the washing machine have been capped. IF will look into.</p> <p>MC suggested we provide information to new customers on an area basis as to who does what, i.e. rent's officer, EMO etc along with the day of the bin collection. PD will look into.</p> <p>JR raised the query of providing room sizes on accompanied viewings. It was advised that that information is not currently available, however we will allow customers to have a 2nd viewing to go back and measure up.</p> <p><b><u>Date and time of next meeting</u></b></p> <p>To be confirmed</p>	<p></p> <p>PD</p> <p>IF</p> <p>PD</p> <p>PD</p>
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