

# Public Document Pack

## Tenant & Leaseholder Panel

To: Yaw Boateng (Chair)  
Leslie Parry (Vice-Chair)  
Jill Arboine, Ishia Beckford, Monica Binns, James Fraser, Theresa French,  
James Gitau, Nicola Glover, Ian Leonard, Pamela Leonce, Dave Mundy,  
Grace Osoata, David Palmer, Guy Pile-Grey, Lorraine Podiephatshwa,  
Debra Pring, Marilyn Smithies, Sharon Swaby, Jamil Tarik and Kim Wakely  
Councillors Adele Benson, Lara Fish, Alisa Flemming, Brigitte Graham,  
Lynne Hale and Chrisni Reshekaron

A meeting of the **Tenant & Leaseholder Panel** will be held on **Tuesday, 23 April 2024** at **6.30 pm** in **Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX**

Katherine Kerswell  
Chief Executive  
London Borough of Croydon  
Bernard Weatherill House  
8 Mint Walk, Croydon CR0 1EA

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[www.croydon.gov.uk/meetings](http://www.croydon.gov.uk/meetings)  
Monday, 15 April 2024

Please note that this meeting is being held remotely. You can view the webcast both live and after the meeting has completed at <http://webcasting.croydon.gov.uk>

The agenda papers for all Council meetings are available on the Council website [www.croydon.gov.uk/meetings](http://www.croydon.gov.uk/meetings)

If you require any assistance, please contact Tariq Aniemeka-Bailey as detailed above.

## **AGENDA**

- 9. Report from Resident Representatives (Pages 3 - 10)**

- Housing Ombudsman Service (HOS) have now agreed to share the learning from the pilot inspections, and this should be out in the next week or so.
- Claim farmers- the department is now taking this seriously following all examples from the Tenant Group. There is a proper team in place to tackle this issue.
- Concerns about the delays with the Housing Ombudsman Service, in some circumstances residents are waiting for over 12 months. This may make people make different or desperate decisions with claim farmers. HOS has started using social media etc. to publicise their service and advising against going to claim farmers.
- Some residents are going to the elected members, some of whom often don't know their own Council's Complaints Procedure. As part of the Complaint Handling Code authorities should take any complaints (as defined in the code) from elected members and follow the complaints process even if cases where they do not specially ask for this. Authorities should recognise it as one as stated within the code.

### **GOVERNEMENT POLICY AND LEGISLATION UPDATE**

Consultation on Awaab's Law has now closed. Everyone agrees this is a good thing, and Damp, Mould and Condensation (DMC) needs to be dealt with however the government also added in the Housing Health and Safety Rating that also needs to be done under the same timescales as the DMC. This is unrealistic. In the consultation they also said they did an economic assessment and that it wouldn't cost any more money to authorities. However, given the timescales required and that most authorities are already 'in contract' for this work it will likely mean additional cost to speed things up. Particularly when timescales are calendar days not working day and therefore contractors will be asked to work over weekend which up to now would usually be outside the scope of the contract. It will be challenging.

### **ARCH CONFERENCE UPDATE**

The conference will take place on the 3<sup>rd</sup> October 2024 in Rotherham. ARCH members are assigned 5 free places(preference for ratio of more residents to officers)

### **RIGHT TO BUY**

Interesting discussion on merits of Right to Buy (RTB). Generally conflicting views on the pros & cons.

### **AOB AND DATE OF NEXT MEETING**

Wandsworth has won London borough of culture for next year.

Next meeting is 22<sup>nd</sup> April 2024 10-12pm.

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# WHO WE ARE



## A Resident-led Committee

Working to create stigma free Social housing the campaign was created in 2017, after the Grenfell Tower disaster, to continue to work in partnership with tenants, social housing providers and stakeholders, to change the negative perceptions that are associated with social housing and the people living in their properties and communities.

# Civil Servants and Baroness Scott

## Civil Servants

We have been meeting officers and directors of Department for Levelling Up, Housing and Communities (DLUHC)

- **In May 2023, we met Baroness Scott** OBE who was appointed Parliamentary Under Secretary of State at DLUC

DLUHC have responded by creating a draft directive to the Regulator which includes addressing social housing stigma, in their draft Conduct and Competency Standard. This includes a requirement for landlords to address stigma

# TPAS Contractors and Partners

TPAS have been enormous supporters of our campaign

- Seminar in April 2023 for TPAS contractor and suppliers - over 60 organisations!
- Requests for us to train their staff on what social housing stigma feels like and how to avoid this
- Met with sub-contractors to tell them about our campaign
- Offers to help us develop a **contractor pledge** in line with our pledge and toolkit

# Our key project for 2024-5: Anti Stigma Pilots

We have been working with Universities of Durham and Sheffield Hallam, TPAS, CIH and YDConsultants, for many years – but this project was born in 2022.

The Universities will use of all **the research and reports** completed so far on stigma, working with us to:

1. Develop a **DRAFT pledge** for supporter tenants/landlords to agree to address stigma and sign up to this: work to led by Universities, CIH and SSHS.
2. Produce a **DRAFT toolkit** (policies, case studies, self-assessment and action plan) which supporters will apply locally, from previous research, led as above
3. Apply them in practice to **6-9 willing Pathfinder landlords and their tenants**, and follow that story to understand their experiences - monitored by the Universities
4. Allow our **Supporters landlords and their tenants** to use the **draft pledge and toolkit**, then meet them to pick up their learning at the end of the project, reviewed by the Universities.
5. **Apply all learning into a Final Pledge and Toolkit for the sector and launch it for the whole sector – which we, the Universities, CIH and the National Tenant Organisations will promote** (Regulator of Social HousingRSH have pledged they will review usage of this, as part of their Inspection Process, as a tool of listening to customer voices)



# How can you help

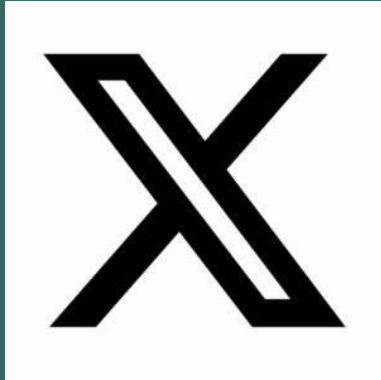
1. Please promote our work now ,and when the project starts
2. Join us and support our campaign – *our details are on our last slide*
3. *Complete our survey before the end of March: for tenants, landlords and contractors/stakeholders:*  
<https://stopsocialhousingstigma.org/social-housing-stigma-survey/>
1. Help us by working together, with us to design the draft pledge and desired content of the toolkit (**there is an opportunity to volunteer in the survey) to attend a focus group in your region, or on line**
2. Share your experiences of addressing stigma, for our case studies, which CIH will promote
3. Be a Pathfinder or Supporter of our development of the pledge/toolkit, so we can monitor your application of our draft for 6 months as you apply the pledge and toolkit, so we can polish up a final version for the whole sector to use
4. Get recognised for your work in our final report, either anonymously or in a named capacity

**Will you become a Member of SSHS – this is free**

**Will you become a Pathfinder or Supporter to trial our toolkit?**

Do you have any questions for us?

Thanks so much for your time and support for our work



@sshscampaign



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