

Tenant Communications and Support Group SQC Report December 2023

Communications

Lou Chapman, Head of Communications, attended our last meeting, where we discussed tips around letter writing, social media updates on scam communications versus legitimate Saffron communications, revamping the 'Get Involved' section of the website to attract more tenants to become involved, and the addition of a blog section for the groups.

Outcome: Group member Loraine Darmon has revamped 'Get Involved' on the website.

Outcome: First blog section has been uploaded.

Recommendation: Saffron Communications to do social media around TLF surveys and other possible Saffron sanctioned communications.

Service Charge

The group has decided to start some preliminary investigation work around service charges. We hope by digging deep into what, why, where, and when, we will have the knowledge necessary to help Saffron make any future decisions regarding service charges that are fair to the tenant but also doesn't leave Saffron out of pocket.

Alterations Policy

The Tenant Group Chairs will be meeting with Ellie from TPAS to discuss the Consultation/Task and Finish to commence in February 2024 regarding the Alterations and Permissions Policy. We are hopeful this consultation results in a win-win for Saffron and tenants.

The proposed policy was challenged and put on hold June 2023 until this consultation. We assumed tenants would be told to reapply after the consultation, but there still have been many reports of denials without any mention of the policy being under review, even after we brought this up at the October 2023 SQC meeting.

Recommendation: When tenants apply for permission, they should be told the policy is under review and to reapply or that their request will be held until the consultation is over.

Rent Increase Letter

The group was invited to help draft the rent increase letter on 30 November 2023. The deadline being end of December 2023. A very short timeframe when essentially the work month ends 22 December and a very busy time for most people.

Recommendation: Rent review should be done before November every year.

Recommendation: Tenant groups, alongside the Tenant Board Members, should also be involved in the work around the rent review, not just the drafting of the letter.

Support

- Tenants reporting appointment letters not being sent out
- Tenants reporting no show appointments
- Tenants reporting over a month wait for heating appointments (electric bathroom heater) and leak repairs in roof
- Tenant reported Air Source Heat Pump having to be moved after three years
 - **Outcome:** Saffron to give choice to tenant if safety is not an issue with explanation that it might not be as efficient without moving
 - **Recommendation:** Disability training for staff