

Tenancy Service Improvement Group 4 November 2015

- Reviewed the succession letters- copies sent to non-attendees
- Agreed to look at conflict coaching and mediation
- Looking at fixed penalty notices for ASB
- Looking at a day in a life of Tenancy Officer
- Preventing fly tipping and developing respectful communities possible areas of work

Home Service Improvement Group 19 November 2015

- Asset Management Strategy - budget, affordability and report from resident consultation
- Sustainability plan - an overview for Housing stock, including solar panels on tenant's homes.
- Loft & Extension Scheme - Information and the change in criteria.
- Updates on jargon busting resident inspectors and resident action plan
- Elections of new reps to Estates Development Budget panel, Partnership Core Group, chair and vice chair

Involvement & Empowerment Service Improvement Group 26 November 2015

- Planning 2016 calendar of community events to promote Resident Involvement on estates
- Finalising text for new Resident Involvement Handbook
- Residents giving quotes about how being involved has made a difference for handbook, online version, and You Tube video
- Exploring recognition scheme for tenants and leaseholders who make a difference
- Working on updated Tenant & Resident Association manual, including information on setting up informal resident groups

**Neighbourhood & Community Service Improvement Group
3 December 2015**

- Delighted to welcome guest speaker from the Brighton and Hove Food Partnership
- Watched a video about community gardening and inspired to start one in Hove
- Will be consulting residents on the estate
- Idea to include neighbouring residents as well as the immediate community
- Fairly low cost, brings people together, and provides fresh produce

**Business & Value for Money Service Improvement Group
7 December 2015**

- Discussed alternative revenue streams for the council
- Agreed to encourage residents to look out for unused properties for possible use
- Discussed value for money of service charges
- Agreed to promote 'Jargon Buster' to residents to help simplify technical information
- Looked at the Council's Performance Report and commented on content