



TPAS  
TENANT ENGAGEMENT EXPERTS  
member 2021-2022



Melton  
Borough  
Council

Helping people | Shaping places

# Homes for Melton

Welcome to your next  
**Melton Newsletter...**

Helping people | Shaping places

Homes for Melton | February 2023

## A QUICK LOOK INSIDE...



The HRA Asset  
Management Plan  
(HAMP)



Cost of Living:  
Supporting our Tenants &  
Leaseholders



How to  
prevent damp  
and mould

**The last 6 months have seen further hard work go on amongst your Housing Services Team who are always looking at ways to improve the services we provide to you.**

We continue to look at ways to get our customers involved in shaping our services and recently our "Your Choice" group of customers have been providing valuable feedback on several issues you will see in this newsletter. For example, on the HAMP, and our response to the damp and mould issues effecting the sector to engaging with us about what they'd like to see on our website for our tenants and leaseholders. They'll continue to help us shape our services and will be reviewing out arrears letters at the next session (21st of Feb 2023). If you want to learn more about these opportunities, then there's more inside. We hope that you enjoy these new and modern newsletters and find them informative, but as always, we would appreciate your feedback.





# The HRA Asset Management Plan (HAMP)

## Why do we have one and what is it for?

The Asset Management Plan explains how we manage the homes that you all live in. This includes, safety in our homes, how we use data to plan for the future and an explanation of what we define as a modern and safe home. We also show how we use tenants feedback to create the plan and prioritise work in your homes.



## What does it mean for tenants and leaseholders?

- It gives a clear commitment to investment in your homes over the next five years.
- We will be able to tell you when your property is due to have an upgrade.
- It identifies where we need further information, so that we can put plans in place for the future.
- The plan will be updated every year, meaning we will adapt to new challenges and requirements.

## Our commitments to you...

The plan makes a number of clear commitments to upgrade tenants homes, these include:

Over the next five years we'll upgrade:

- 408 Kitchens
- 238 Bathrooms
- 80 Heating systems
- 276 Properties windows
- Gretton Court will have a series of upgrades, including modern bathing

facilities and new windows.

- We will remove all of the aluminium windows that we are aware of and replace with UPVC over the next two years.
- We will upgrade all properties that have electric storage heaters so that they have gas heating where available, or a more efficient heating system where it is not.

## Areas where we will look at even more improvements

We would like to continue to respond to feedback and improve the service, some of our commitments on this are:

- **Garages / outbuildings** – Where do we need them and do they need improving?
- **Estates** – Thinking about any work we need to do to improve communal areas.
- **Energy Efficiency** – A key priority from tenant. We will show how will we improve our homes to be warm and affordable to live in.

## Cost of Living:

We are concerned about our tenants and leaseholders who maybe struggling with high fuel costs and increases in the costs of living, whilst on low incomes. With the recent energy costs having risen and the likely increase in the winter months, we believe that this will affect those who are already just about coping on a low wage, but do not receive any benefit help, that your lifestyles will change and may mean that you there is a risk to choosing whether to 'heat or eat'.

#Here4Melton

## SUPPORTING OUR TENANTS & LEASEHOLDERS...

### Are you worried about the rising cost of energy bills, food and transport?

We are aware that there will be tenants and leaseholders who depend upon their homes being warm, for health reasons and rely upon electricity to provide power for ventilation machines and electric wheelchairs. We also recognise that fuel costs for vehicles are also increasing on almost a daily basis and this we believe may have an impact on attending medical appointments, going to work and school or college.

We currently support our tenants and leaseholders through a number of ways, this includes being referred to our Case Management Team, who not only provide assistance with debt issues, but also a Tenancy Management Course. **To find out more about this, you can contact the Community Support Hub by phone 01664 502342 or email [Here4melton@gov.uk](mailto:Here4melton@gov.uk)**



## Getting involved



### TENANT & LEASEHOLDER DIGITAL PLATFORM

January 2022 saw the formation of the Tenant & Leaseholder Choice (TLC) platform and invited tenants and leaseholders to come along to sessions to, scrutinise and discuss policies, tool-kits and to look at different aspects of the landlord services that we provide. A small group of tenants and leaseholders have formed a Your Choice panel, which meets with officers regularly and we are looking for more people to join them. It is an open forum for discussion and their thoughts and comments are taken into account and acted upon. We'd like to invite you to come along and join the Your Choice forums and be an important integral part of how the council provides its landlord services to you.

**“ Melton Borough Council Tenants and Leaseholders - we need you!**

We would like to introduce a more robust digital platform, we offer attendance to the Your Choice sessions via Zoom if anyone is unable to come to the council offices, but we would also like to start sending out more newsletters, tenancy updates, planned maintenance and repairs updates by email, and offer online surveys, to understand how you believe we are performing.

**If you think that you can help make a difference please contact Customer Services on 01664 502502 and ask for our Tenant Engagement & Service Improvement Lead or email [Housingconsultation@melton.gov.uk](mailto:Housingconsultation@melton.gov.uk), to let us know, and to also provide us with your most up-to-date contact details, which might include your email address, this we would really appreciate.**

## How to prevent damp and mould

The best way to protect your home from damp and mould is to use preventative measures, such as:

- On dry days open some windows for ventilation.
- Keep lids on your pots and pans when you cook.
- Keep the doors to the bathroom and kitchen closed when you are bathing or cooking.
- Wipe excess moisture from windows.
- If you must dry your clothes on a clothes rack inside, do this in a well-ventilated room with doors closed to the rest of the house.
- Limit the number of pot plants in your house.
- Keep furniture away from outside walls to allow air circulation.
- On cold days try to keep indoor temperatures at least 18°C.
- Wherever possible, dry your clothes outside.
- If you use a tumble dryer, make sure that it is vented outside. to the rest of the house.

If you are following this guidance but still experiencing problems with damp or condensation in your home you should seek further assistance.

## Tenant your voice will be heard - Tenant Satisfaction Measures

You may be aware that the Regulator of Social Housing has introduced Tenant Satisfaction Measures, TSMs for short. These measures are being introduced in a bid to drive up standards for social housing tenants and to give you a better understanding of how we are performing as a landlord.

Tenants will be able to visibly compare our performance against other housing providers giving them greater clarity and ability to hold us to account. All social housing landlords will have to report on these measures – it's compulsory.

### The tenant satisfaction measures are split into 2 parts:

- 10 performance measures, that we collect through management performance information
- 12 customer perception survey measures that will have to be collected through surveying you directly.

### The TSMs cover the following key areas:

- Overall satisfaction
- Keeping properties in good order
- Maintaining building safety
- Safety checks | Respectful and helpful engagement
- Effective handling of complaints
- Responsible neighbourhood management

### So when will they start?

We'll start collecting data from April 2023 for the regulator, but we're not obligated to share this with them until the Summer of 2024. To help us gather this information, you will receive later in the Summer a survey for you to complete. This could be either by post or online, therefore we'd like to know how you'd like to receive this survey. **You can let the Tenant Engagement & Service Improvement Lead know by contacting Customer Services on 01664 502502 and ask for Lesley Armstrong or email [housingconsultation@melton.gov.uk](mailto:housingconsultation@melton.gov.uk)**



# Home Safety: Cooking...

**Many accidental fires in the home start in the kitchen and are caused mainly by cooking. These safety measures can help keep you safe.**

Take extra care if you need to leave the kitchen whilst cooking, take pans off the heat or turn them down to avoid risk.

- Avoid cooking when under the influence of alcohol.
- Avoid leaving children alone when cooking. Keep matches and sauce pan handles out of their reach to keep them safe.
- Take care wearing loose clothing – they can easily catch fire.
- Keep tea towels and cloths away from the cooker and hob.
- Double check the cooker is off when you've finished cooking



## Kitchen Electrics

- Keep electrics (leads and appliances) away from water.
- Check toasters are clean and placed away from curtains and kitchen rolls.
- Keep the oven, hob and grill clean and in good working order. A build up of fat and grease can ignite a fire.
- Don't put anything metal in the microwave

## Deep Fat Frying

- Take care when cooking with hot oil – it sets alight easily. If the oil starts to smoke – it's too hot. Turn off the heat and leave it to cool.
- Use a thermostat controlled electric fryer. They can't overheat. If a pan catches fire, turn off the heat if it's safe to do so. Never throw water over it.
- Don't tackle the fire yourself.



## Gretton Court Update

**Here's an update regarding the progress we've made with Gretton Court following a press enquiry we had in May 2022 about there being around 20 flats vacant at that time.**

From that time till now the Assets and Tenancy Teams have worked tirelessly to address the issues of properties being left empty, a lot of the issues where a legacy issue caused by Covid and restrictions that had on being able to move people into this type of support setting, but covid also had an impact on the demand for these types of properties.

By August 2022 we still had 12 empty properties, and these consisted of: 2 three bed flats, 7 one bed flats, 3 bedsits

Since then we have also had further voids come through as people end their tenancies with us and since that period, we have had a further three more voids.

The Asset and Tenancy Teams have worked tirelessly to overcome this challenge and worked with our partners at Leicestershire County Council and Radis to address the vacancies we carried.

As at the time of writing this piece we are pleased to say that the hard work of all of those involved means that we have now only 4 current voids at this Gretton Court. 2 of these are being held back as part of the Asset Management Plan that has been agreed to carry out planned maintenance at the scheme. These will become "show flats" in time for our existing customers to be able to see what the flats look like once the improvement/replacement kitchens and bathing areas are completed, and what they can expect in their homes in the future.

#TeamMelton



## Community Safety Partnership



**Melton Borough Council and Leicestershire Police are working together to tackle the issue of drug-related crime in the area. This collaboration aims to enhance community safety and reduce the harm caused by drug use.**

Both organisations are dedicated to finding effective solutions to this problem and working with local communities to raise awareness and promote healthy, drug-free lifestyles. With the support of local residents, they hope to create a safer and more secure environment for everyone in the borough.

