



Lynda Hance

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TENANT ENGAGEMENT EXPERTS





Who are Tpas?

We're Tpas, England's leading tenant engagement experts

We're a not-for-profit organisation and have been representing our members across England since 1988

Our membership is made up of local tenants and landlord organisations, covering over 3 million homes

We're dedicated to improving [tenant engagement standards](#) across the country

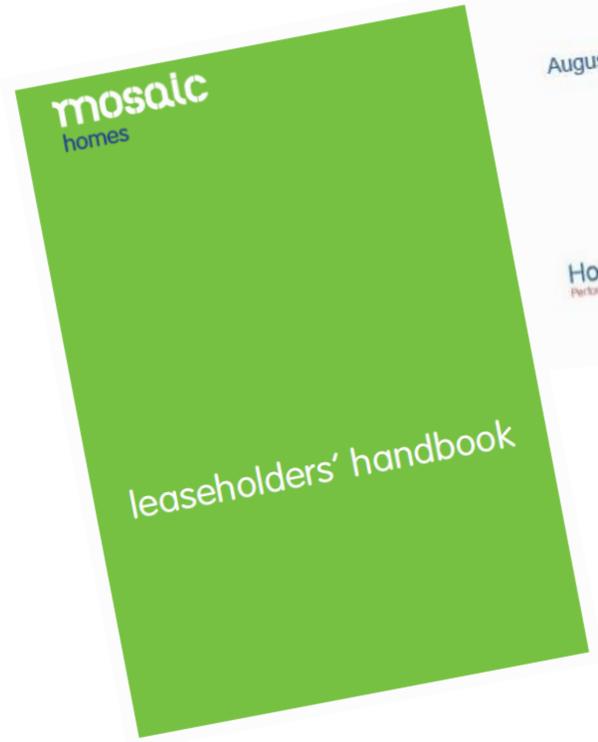
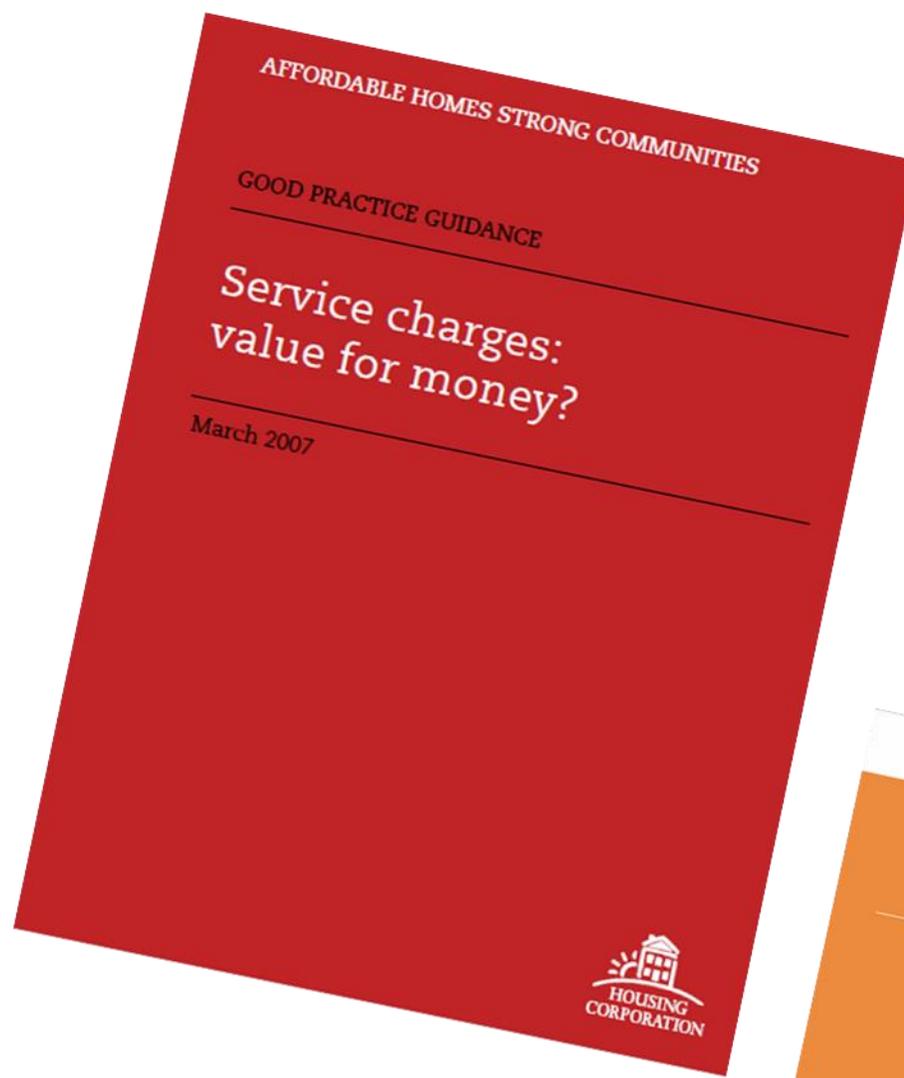
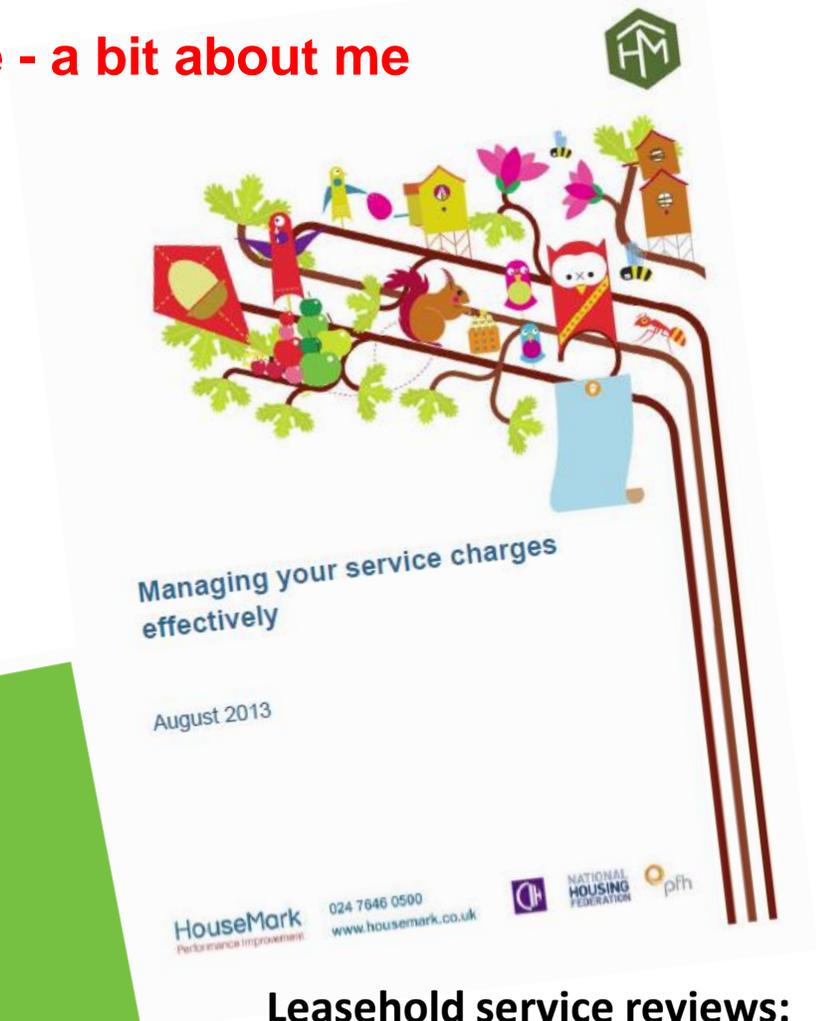
We have a growing list of commercial members including R&M contractors, suppliers, solicitors etc

We deliver training, consultancy and membership services

We bring tenants, landlords and contractors together through a wide range of services, independent and impartial advice, support, consultancy, and training

TENANT ENGAGEMENT EXPERTS

Lynda Hance - a bit about me



Leasehold service reviews:

- Valleys to Coast Housing
- First Wessex Housing Group
- Airways Housing Society
- London Borough Of Ealing
- Training staff across England
- Wrote workbooks for CIH distance learning leasehold course



Lewisham Homes Leaseholder Forum

I was asked to

- Review the Forum (not the issues)
- Observe with independence
- Consider how the forum is run, role of Chair, behaviours, etc.

I wrote a 7-page report with 3 general and 25 detailed observations

I'm sharing my key findings tonight in 5 headings

General observations

- To demonstrate transparency, the Forum meetings could be recorded and uploaded to the web site for other leaseholders to see.
- Pre-meeting/surgery with Leaseholders for half an hour before the start of the Forum to discuss individual complaints and issues.
- I felt the leaseholders who spoke were articulate, patient, and polite, compared to every other leasehold meeting I've ever attended. I believe Lewisham homes has the opportunity to build a productive Forum and work with leaseholders to improve services, but what I observed isn't really getting to that point.



Administration and arrangements

- Resolve invitation issues; set meeting dates for the whole year and publicise them well
- Establish a clear system of issue and storage of papers, including agenda
- Ensure all staff label themselves clearly
- Chair to agree agenda, guest speakers and timings
- Have separate responsibilities for technical management of Zoom; managing the chat function; taking minutes
- Minutes should be emailed to all attendees within 2 weeks and posted on the web site
- Forum needs a terms of reference & for that to be clarified at each meeting
- Consider using alternative software for larger group meetings

Content of meeting

- Improve the structure of the meetings – fewer topics to enable greater interactive discussion
- Use PowerPoint as a guide, to help focus
- Make an effort to be jargon free or explain it
- Action points to be agreed and restated at the end of the meeting
- Discussion to be interactive

Behaviour/culture

- Terms of reference; ‘housekeeping’
- Avoid being staff-heavy – introduce staff
- Chair to control any slides
- Conflict between role of Advocate and role of Chair
- Build on the good dialogue that does exist

Opportunities



For Lewisham Homes

- Reset the Forum, resolve the issues
- Respond to points raised
- Share the action plan
- Establish the Forum before moving on to other/larger meetings/events
- Post-meeting actions

For Leaseholders

- Bear with it!
- Keep going
- Dialogue is worth it
- You have the ear of senior staff