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**Welcome Pack Task and Finish Session**  
held on Thursday 4 January 2024  
in the Board Room, Emperor House, Sunderland SR3 3XR

PRESENT	IN ATTENDANCE
Dorothy <b>(DD)</b> Doreen <b>(DR)</b> David <b>(DB)</b> Lisa <b>(LB)</b> Brenda <b>(BN)</b> Victoria <b>(VS)</b> Angela <b>(AD)</b> Brian <b>(BT)</b> John <b>(JD)</b> Vivienne <b>(VD)</b> David <b>(DW)</b> Michelle <b>(MW)</b> Emma <b>(EN)</b>	Lewis Walmsley <b>(LW)</b> – Customer Engagement Lead Judith Aiston <b>(JA)</b> – Customer Voice Partner Lynn Park <b>(LP)</b> – Neighbourhood Operations Manager Vicky Gamblin <b>(VG)</b> – Head of Neighbourhoods

PARA		ACTION
	<b>1. Introduction to Session</b>	
1	<p>LW completed introductions and explained during the initial customer committee meeting, the welcome &amp; sign-up pack had been highlighted as an area to review. LW introduced LP who would be leading the session, with her role overseeing the Allocations Team. LP advised she would provide customers with time to review the pack individually, therefore they could take note of information. Following this, LP detailed all documents within the pack.</p>	
	<b>2. Discussion on Welcome Pack</b>	
2	<p><b>Tenancy Handbook:</b></p> <p>LP explained the Handbook is a guide to all aspects of a customer's tenancy. LP advised the information inside the handbook is the most in-depth document the group produce for their customers. LP asked for members opinions on the handbook.</p> <p>EN felt there was too much information within the handbook and this should be minimised with more information on the website. Other members felt the handbook was an insightful document and would benefit customers with them being able to refer to the information throughout their tenancy.</p> <p>BN added there could be information within the handbook as to re-scheduling appointments. BN also raised chargeable repairs, stating customers should be charged when particularly important appointments are missed. LP &amp; VG explained we have chargeables in place when customers miss their initial gas safety check, as this is such an imperative appointment. LP explained this is a document within the sign-up pack which customers sign to say they have understood. VG explained we do not look at charging customers for missed appointments relating to generic repairs and would not be a consideration.</p>	

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BN asked if there was mention of the furniture pack within the handbook. VG & LP explained a conversation surrounding this is held with the customer prior to the sign up, as this is a service which would require arranging prior to the sign up.

BT raised issue that handbook states you are not able to park on pavement / kerb. VG explained this would not be an issue Gentoo could enforce due to it being a Public Highway, therefore responsibility would lie with Sunderland City Council.

Several members raised the verbiage we use on the handbook and how this is currently outdated. They cited tenant needs changing to customer, and Tenant and Community Voice Meetings (TCV's) need to also be changed. <sup>[1]</sup>

Many members complimented the Tenancy Handbook and did not realise this was a document Gentoo produced.

Members wanted the 'Great Homes, Strong Communities, Inspired People for Sunderland' caption to be bigger. They felt it was too small on the top right-hand side of the page.

### **Tenancy Agreement:**

AD raised concerns around the insolvency section of the tenancy agreement as it states you cannot have insolvency / personal debt. AD advised that this section came across rather harsh and asked if it can be reworded or removed. Once all members reviewed, it was agreed that the paragraph should be further reviewed. <sup>[2]</sup>

### **Customer Information & Agreement Form:**

DB asked if all staff members can see information on the agreement form. LP & VG explained the information is scanned onto an online document store which not all staff members will have access too.

### **The Lettable Standard:**

No concerns raised regarding leaflet and all members agreed its useful for customers to have, therefore they can review property against the standard.

### **Contents Insurance Leaflet:**

AD advised there are cheaper alternatives. LW advised there is no obligation to use our insurance services, it is simply offered to customers at the start of their tenancy.

### **Fire Safety Leaflet:**

No concerns raised and members praised the information provided.

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**Direct Debit Mandate:**

No concerns raised.

LW asked what members opinions were on the sign up pack. Members agreed the information provided is detailed and covers all aspects of a customer's tenancy. BN raised a Money Matters Leaflet could be included as this is the service which will benefit customers. <sup>[3]</sup>

**Emails and Surveys:**

LW showed the three different emails we send customers following their sign up. These included:

- Lettable Satisfaction Survey
- How to Report Repairs
- How to be an Involved Customer

It was raised that the verbiage again needed to be reviewed to reflect the current changes from tenant to customer <sup>[4]</sup>

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**ACTION LOG**

KEY	
	Action completion overdue
	Action ongoing and date not due
	Action complete

ACTION REF	DETAILS	RESPONSIBILITY	TARGET COMPLETION	STATUS
04/01/24 – [1]	Can we review handbook to ensure all verbiage is changed to reflect new changes		01/04/24	
04/01/24 – [2]	Liaise with Legal to review if the insolvency section can be removed		01/04/24	
04/01/24 – [3]	Can a Money Matters Leaflet be created and added to sign up packs		01/04/24	
04/01/24 – [4]	Review emails which are sent to customers to ensure all verbiage is changed to reflect new changes		01/04/24	