

Tenants' and Leaseholders' Forum Action and Decision Log

24th September 2015

Forum members present: Wendy Biddles (Chair), Joe Carroll (Vice Chair), Redvers Forryan, May Jones, Peter Hookway, Gwen Clifford, Jean Williams, Abdulla Jamal

Also attended: Ann Branson, Suki Supria, Tom Shardlow, Andrew Acklam, Adrian Wills, Lee Warner, Helen McGarry, Tim Draper

Apologies: Paresh Shah, Moussa Rugerinyange, Pauline Lowey, Janet Statham

Actions outstanding from previous meetings

No.	Action	Progress
1	Suki Supria and Gurjit Minhas to attend a future meeting to provide an update on the Tenancy Management Review	To be arranged when the findings from the review are ready to be presented.

Actions and decisions from the meeting on the 30th July 2015

No.	Agenda item	Actions and decisions
2	Action log update	<ul style="list-style-type: none"> a) Abdulla Jamal has recently been recruited to the Forum, representing the Humberstone and Rowlatts Hill area. b) Feedback from the recent communal cleaning working group to be distributed with the action log. Progress of the working group will be provided at the next meeting. c) The action plan resulting from the recent Forum rep questionnaire to be discussed at the next meeting. d) Forum members were advised that this year's citywide tenant involvement budget totals £4,115, of which £1,559 had been spent so far. e) It was agreed that 3 Forum reps would be able to attend external events, for example, the East Midlands Tenant Participation Forum f) Telephone numbers for Area Managers and Team Leaders were distributed. g) Helen McGarry has made initial enquiries about promoting the Forum at Ward Community meetings. A decision on how this will be taken forward will be made at a future meeting, once options are established.
3	1% rent reduction briefing	Ann Branson gave a presentation on the work undertaken so far to make efficiency savings. Also, the implications of the annual 1% rent reduction over the next 4 years was discussed and the

		<p>approach to be taken to identify further savings as a result of this. The presentation is attached.</p> <ul style="list-style-type: none"> • The Forum will meet in October to identify their priorities for spend during 2016/17. This information will be used by officers when developing options for the Executive for the 2016/17 HRA budget. • At a later meeting the Forum will be consulted on the Executive's draft budget proposals for 2016/17. • The Forum will then be involved in developing the 3 year programme which will need to find savings of £12m per year by 2019/20. • Members of the Forum requested that consideration is given to charging tenants who are not in for repair appointments. This suggestion to be forwarded to Tony Waterfield as part of the Responsive and Planned Repairs Improvement Programme for investigation. • The Forum also suggested we look at developing a local lottery.
4.	Grounds for Possession briefing	<p>Suki Supria advised the Forum of the new Grounds for Possession for serious cases of anti social behaviour. This would speed up the legal process to gain back possession of perpetrator's properties. Suki advised that to use these new powers an amendment to the Conditions of Tenancy was being proposed and tenants would be notified of this when rent statements go out in the Autumn.</p>

		<ul style="list-style-type: none"> • The Forum agreed to the amendment to the Conditions of Tenancy and that tenants would be notified with their rent statements. • Suki to forward documents relating to the changes to Forum reps
5.	Customer Service Centre overview	<p>Tom Shardlow and Andrew Acklam gave a presentation on the work of the Customer Service Centre and the improvements they are working on, particularly to reduce call response times, which Forum reps raised as an issue.</p> <ul style="list-style-type: none"> • The Forum requested that the option for customers to be called back be considered instead of them waiting in a queue for their call to be answered. • The Forum raised concerns that people answering the out of hours calls did not know the local area and at times this had caused issues. It was agreed this would be fed back to officers responsible for overseeing the out of hours contract. • Arrangements are to be made for Forum reps to visit the Customer Service Centre.
6.	Transforming Neighbourhoods update	<p>Adrian Wills and Lee Warner gave an update on what had been achieved so far under the Transforming Neighbourhoods programme. Work in the North West area of the City (which includes New Parks, Home Farm, Jersey Road and Marwood Road STAR and local housing offices) will result in a public consultation early in 2016.</p>
7.	District heating charges consultation	<p>The Forum was in favour of the reduction in heating and hot water charges for those tenants and leaseholders on district heating.</p>

		<p>Members asked why leaseholders had not been asked earlier for their proportionate contribution to maintain the operating and maintenance of the system.</p> <ul style="list-style-type: none"> • Simon Nicholls to contact Jean Williams to discuss the concerns raised at the meeting. • Helen McGarry to contact Paresh Shah to get his feedback on the proposals, as the Forum leaseholder rep.
8.	Responsive and Planned Repairs Improvement Programme	The Forum provided Tony Waterfield and Julie Turner with feedback on their experiences of what happens when jobs cannot be completed at the first visit. This feedback is to be used to identify where improvements to our procedures are required.
9.	East Midlands Tenant Participation Forum feedback	<ul style="list-style-type: none"> • Documents from this event will be sent out with the action log.
10	Any other business	None
Next meeting date		<p>Date: 8th October 2015 Time: 1.00pm – 4.00pm Venue – Satta Hashem Hall, Adult Education Centre, Wellington Street, Leicester</p>