

## Tenants' and Leaseholders' Forum Action and Decision Log

**31<sup>st</sup> March 2016**

**Forum members present:** Wendy Biddles (Chair), Joe Carroll (Vice Chair), Peter Hookway, Gwen Clifford, Ebrahim Jasat, May Jones, Pauline Lowey, Redvers Forryan

**Also attended:** Dipesh Joshi, Tim Draper, Suki Supria, Gurjit Minhas, Caroline Carpendale, Kanwaljit Basra

**Apologies:** Paresh Shah, Jean Williams, Janet Statham, Jamal Abdulla, Moussa Rugerinyange, Helen McGarry

### Actions outstanding from previous meetings

No.	Agenda item	Actions and decisions
1.	Forum topic 2016	This item has been set to be discussed at today's forum meeting.
2.	Communal cleaning progress	This item has been set to be discussed at today's forum meeting.

### Actions and decisions from the meeting on the 31<sup>st</sup> March 2016

No.	Agenda item	Actions and decisions
3.	Maintaining and Improving Neighbourhood standards;	The Forum was consulted on the draft Maintaining Neighbourhoods Policy, which housing providers are required to publish by the Homes and Community Agency. Forum members stated they were happy with the policy but that the challenge going forward was maintaining these standards.

4.	Transforming neighbourhood service; update	<p>Suki Supria and Gurjit Minhas attended the meeting to give the Forum an overview of the Transforming Neighbourhood Services (TNS) proposals for the North West area of the city.</p> <p>A public consultation on the proposals commenced on the 1<sup>st</sup> March and will close on Monday 11<sup>th</sup> April.</p> <p>Consultation questionnaires were handed out to all members. They were advised to submit comments, or questions they would like to be consider before the consultation deadline date. Should members want to complete the survey online, the web address is; <a href="http://www.leicester.gov.uk/tns">www.leicester.gov.uk/tns</a></p>
5.	Communal cleaning update	<p>Suki Supria attended the meeting to provide an update regarding the communal cleaning project.</p> <p>Following a report being presented at the Housing Scrutiny Commission on 17<sup>th</sup> December 2015, it was recommended that the cleaning service would remain with the councils City Cleansing Team. Thorough monitoring measures will be put in place to tackle performance and quality issues.</p> <p>In the meantime, tenants have been advised to make contact with their local NHO's, should they feel dissatisfied with the service delivered.</p> <p>The City Cleansing Team have been given new 'Jetting back-packs'. It is intended that this product will help staff to complete jobs quicker and to a higher standard. The backpacks have been piloted at various council buildings in the city.</p> <p>The forum welcomed the measures which have been put in place.</p>

5.	Garage allocation policy; update	<p>Suki Supria consulted the Tenants Forum on the new draft Garage Allocation policy. It is proposed that garages are offered, in the first instance, to residents living in the local area. Should there be no interest in renting a garage vacancy from a local resident, this will then be opened up to anybody in the city, failing any further interest it will be opened up to anyone outside the city boundary.</p> <p>The Forum were in favour of this policy but raised concerns that some people were using the garages to store items other than vehicles.</p> <p>Suki agreed to discuss the draft policy with Cllr Connelly and provide feedback at the next meeting.</p>
6.	Repair Appointment card; update	<p>Suki Supria advised the Forum that the pink repairs appointment cards have now been replaced with appointment letters. These are for category 2 and 3 repairs.</p>
7.	Allocations Policy	<p>Caroline Carpendale and Kanwaljit Basra gave a presentation on the council's allocation policy. They explained how many people are on the current waiting list and the process of assessing new prospective applications.</p> <p>Copies of Caroline's presentation were given out to the members of the forum.</p>
8.	Customer Service Centre visit and Leicestershire & Rutland meeting; feedback	<p>Wendy Biddles gave a review of the visit to the Customer Services Centre on 17<sup>th</sup> March 2016. The members of the forum who attended agreed that the visit gave them a good insight in to how the Customer Services business operates, the amount of</p>

		<p>calls they handle daily and in the way they deliver a caring service to all customers. Members of the forum were very impressed.</p> <p>Joe Carroll gave feedback following his attendance to the Leicestershire and Rutland Tenant Participation Forum on the 8<sup>th</sup> January 2016 in Burbage.</p> <p>The theme of the meeting focussed predominantly on the subject of those people that are 'hard to reach' and how this could be overcome. The Forum also discussed modern digital media and how this could support "channel shift".</p>
9.	Housing rent account decision	The HRA budget report, including the Capital Programme for 2016/17 was approved by Council in February. At this meeting the Tenants Forum was thanked for all their work and feedback on the proposals.
10.	5 <sup>th</sup> May elections	Tim Draper reminded the forum of the local Police and Crime Commissioners elections taking place on the 5 <sup>th</sup> May. Tim explained how that since the declaration of the election, we are now covered by the 'Purdah'.
11.	Topics for future meetings	<p>The chair listed what is proposed for the 2016 meetings and asked each member what they would like to discuss in 2016. The following topics were agreed;</p> <ul style="list-style-type: none"> <li>• Visit to new buildings and a chance to see the initial drawings of these buildings</li> <li>• A workshop on Channel Shift</li> <li>• Being kept up to date with the Transforming Neighbourhoods Programme</li> <li>• Continuation of area profile presentations, from July</li> </ul>

		<p>onwards</p> <ul style="list-style-type: none"> <li>• A visit from the safeguarding and Domestic Violence team</li> <li>• A presentation by the Police on crime and disorder issues affecting the city</li> <li>• A presentation on energy saving initiatives for tenants</li> <li>• Invite Chris Burgin (new interim Housing Director) to give us a talk about his vision for the Housing Division</li> <li>• Invite the City Mayor to talk about the priorities for the city council over the next 12 months</li> </ul>
12.	Any other business	<p>Peter Hookway raised a concern regarding the lack of communication about future ward meeting dates in his area. <b>Josh to chase.</b></p> <p>Advice was given that these dates are all listed on the council's web pages.</p> <p>May Jones wanted us to convey her thanks to the team who were responsible for changing the Home Choice system. The customer journey was truly considered when the pages were re-designed.</p> <p>Gwen Clifford would like an update regarding a request she put forward Simon Nicholls, regarding an interest she and forum members had of being part of the design team for the new kitchen layouts. <b>Josh to chase.</b></p>
<b>Next meeting date:</b>		<p><b>Date: Thursday 26<sup>th</sup> May 2016 (1.00 – 4.00 pm)</b> <b>Venue: Ante room (1.24) Town Hall</b></p>