

Tenants' and Leaseholders' Forum Action and Decision Log

18th January 2018

Forum members present: Wendy Biddles (Chair), Joe Carroll (Vice Chair), Peter Hookway, Gwen Clifford, Redvers Forryan, Paresh Shah

Also attended: Bharat Keshwala, Jennifer Kenderine, Dipesh Joshi and Tim Draper.

Apologies: Janet Statham, Jean Williams, Ann Green, Philip Allen, Jamal Abdulla, May Jones.

No.	Action item	Progress
1.	Welcome and Action Log feedback.	<ul style="list-style-type: none">• Tim Draper gave feedback on the six points raised from the previous meeting;<ol style="list-style-type: none">1. Regarding Philip Allen's repair request for the communal roof leak to his block. It was confirmed that the repair work is arranged for completion by the end of today (18th January 2018). Phil to come back to us if it hasn't.2. Concerning Ann Green's 'issue' surrounding the use of Nescafe coffee at our meetings. The caterers have agreed to supply us with a 'Fairtrade' brand of coffee.3. Gwen Clifford confirmed that she now had Andy East's direct telephone number for the Rowlatt's Hill Office. Gwen did confirm that there still issues with using the council's voice recognition system eg. The switch board puts you through to the person you wish to speak too, but they can't hear you. This was tested at today's meeting. Tim said he will investigate this further.

		<ol style="list-style-type: none"> 4. Tim confirmed that he has contacted Housing Options regarding the lack of response to Phil's emails, sent back in October and November 2017. It was confirmed that Housing Options did get back to the applicant and it was advised by them that they needed to bid regularly on the system to consider a move. 5. In relation to Jamal's enquiry regarding the outstanding repairs at the housing development in Rowlatt's Hill. Andy East (Neighbourhood Team Leader) confirmed that the homes are now past the years 'snagging' period and therefore, any repairs required must be reported in the same way as we do at present. 6. Jeans concerns regarding the lack of supply of heating and hot water at Chester Road, when the district heating is being repaired. Tim confirmed that he had contacted Rob Webster (Gas Servicing Manager) and Neal Hackett (Gas Team Leader) and they informed him that immersion heaters were installed in all properties. Unfortunately, there was a delay specifically at 93 Chester Road, but this matter has now been resolved.
2.	Local Issues	<ul style="list-style-type: none"> • Josh explained that the standard agenda item 'Local Issues' discussed at our meetings, should be focussed around specific issues in their local areas. Issues could be about; the community, its estates, security, crime level, anti-social behaviour, communal cleaning etc. We feel that a forum member living in our estates would be most suitable to tell us honestly how they see things working in their areas. Too often, are members using this time to bring their own personal issues to the table to seek resolution.

		<ul style="list-style-type: none"> • Wendy mentioned about the broken gates on her road. Tim said he will again investigate and see if a repair date has been made. • Peter Hookway raised an issue about dumped and untaxed vehicles in Beaumont Leys. Josh explained the process of reporting abandoned cars and if untaxed they can be removed.
3.	Update on Universal Credit	<p>Bharat Keshwala (Partnership Manager at Job Centre Plus) and Jennifer Kenderine (Manager at Job Centre Plus) attended the meeting to give the forum an update on the introduction of Universal Credit (UC) in Leicester.</p> <ul style="list-style-type: none"> • Bharat explained to the forum how Universal Credit is being set-up and how it will be managed and run from the Department of Work and Pensions. He gave the date for the actual roll out of UC in Leicester. • Members were shown how forms are to be completed on-line and what process is involved.
4.	Annual Report	<p>Following the publication of the 2018 Annual Report for Tenants & Leaseholders, a copy was handed out to every member present.</p> <p>The report can also be accessed via the following URL link; https://www.leicester.gov.uk/media/184277/tenants-and-leaseholders-annual-report-2017.pdf</p>
5.	National Social Tenant Engagement Survey	<p>Tim informed members that following the recent meeting that he, the Chair and the Vice Chair attended in Nottingham last year. Where Alok Sharma (Minister of State for Housing) was present</p>

		<p>and came to talk to social housing tenants. A feedback questionnaire has now been devised and members of the forum were asked to complete during this session. Tim handed out the questionnaire and he and Josh assisted members to complete them individually. It was agreed that Tim will enter the information from their questionnaires onto the government website, as these are where the information is being recorded.</p>
6.	Scrutiny planning for 2018	<p>Josh informed the forum that it is time to plan a programme for this year. Members were asked to have a think about who they want to invite and why. It was also agreed that before we invite any guest speaker/ service area representative in future, we should plan a set of questions beforehand.</p> <p>The following list was compiled;</p> <ol style="list-style-type: none"> 1. Scrutiny of Homelessness, especially regarding the Homeless Reduction Act. 2. Repairs with a special request to speak with Ian Craig, Head of Service. 3. Voids, especially regarding the length of time taken to let properties. 4. Presentations from the District Team Leaders. 5. Highways and Parking. 6. Grass Cutting. 7. Re-visit from CrASBU team with special reference to drug abuse. 8. A presentation from a beat policeman to chat about present day issues in the city. 9. A presentation and information regarding Domestic Violence. <p>It was agreed that we discuss this item again at the next meeting</p>

		and get further suggestions from members who were not present here today.
7.	Any Other Business & Close	<ul style="list-style-type: none"> • Following the last Housing Scrutiny Commission meeting at city hall. Both Cllr Cank and Cllr Alfonzo (Chair and Vice-chair) have expressed an interest to attend our meetings in future. Members agreed that the Councillors will be invited as necessary and will be only present as observers and will only be asked for any comments on the meeting's agenda. • No other AOB points was raised.
Next meeting date:		Date: 22nd March 2018 Venue: Town Hall Meeting Room (1.24)