

Tenants' and Leaseholders' Forum Action and Decision Log

24th May 2018

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

Apologies: Ann Green, Paresh Shah, Philip Allen.

No.	Action item	Progress
1.	Welcome and Action Log feedback.	<p>Updates;</p> <ul style="list-style-type: none">• Josh informed all members of the group that Tim Draper is leaving the Council. Tim sent a message of thanks to the group which the group acknowledged.• Josh shared some sad news with the group. It is with a very heavy heart having to inform everyone today, that our dear Janet Statham passed away early hours of Monday morning. Janet was taken ill some months ago, and her health deteriorated considerably. She was 67 years old. Our thoughts and prayers goes out to the family. Members of the forum asked that arrangements are made for flowers and a card. Josh will confirm funeral details separately. <p>*The group observed a 2 minute silence.</p> <ul style="list-style-type: none">• Members were informed that Redver Forryan will be stepping down as a forum member, due to his poor ill-health. Both Chair and Vice Chair have expressed their sincere gratitude for his hard work and his valued contribution to the forum. It was

		<p>agreed that we will send him a letter of recognition and a thank you card.</p> <ul style="list-style-type: none">• It was also brought to the attention of the group, that Cllr Cank has stepped down as being Chair from the Housing Scrutiny Commission. In her replacement, Cllr Paul Wesley has now taken on the role of Chair. Cllr Alfonzo, will remain as the Vice Chair. Both Councillors will continue to work with us, and have confirmed that they will back us with full support. They voiced their appreciation for the continuous contribution we make towards the scrutiny of the services we deliver to our tenants and leaseholders. <p>Actions from last meeting;</p> <ol style="list-style-type: none">1. Josh has provided Phil Allen with Neighbourhood Housing Office Team Leader (NHO TL) - Paresh Chandarana's contact details.2. Gwen shared photos at the last meeting, raising concerns in relation to the poor workmanship of a repair that was completed at her colleagues flat. Josh has confirmed that he escalated this to the respective Repairs Team Leader. The tenant has been contacted, and the property has been inspected.3. May raised a concern about the Pork Pie library not accepting termination keys at reception. Josh explained having spoken to the Saffron Neighbourhood Housing Team Leader, that this is the only office (across the city), whereby it is not fronted by a housing staff member. Whilst all other front-line receptions do have a housing presence. It was therefore agreed, that in the interim, tenants can take their
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		<p>keys directly over to the Saffron NHO. Jean Williams raised a concern with this, as this office no longer provides a frontline service to the public, and so how would the tenant obtain a receipt to acknowledge that the keys have been handed in before 9.30am. Josh advised that they could make an appointment to see to their respective Neighbourhood Housing Officer. Jean stated that appointments may not be available, and therefore tenants could be penalised for paying another week's rent. Josh to seek further clarity and get back to the forum. To action.</p> <p>May brought to our attention that only 2 door buzzers out the 3 buzzers outside the Saffron Neighbourhood Housing Office are labelled. Josh advised that the 2 door buzzers are labelled for the Income Management Team and STAR Services. The 3rd buzzer is meant for housing office staff only. We want to promote as best as we can to direct and empower our customers (tenants and leaseholders) to use other channels to contact Housing Services ie. MyAccount, contact CSC, use self-serve at other offices or contact us via email.</p>
2.	Local issues	<ul style="list-style-type: none"> • May and Joe have raised concerns regarding the grass not being cut city wide. The grass is knee high, and it doesn't appear to be cut at regular intervals. They would like to invite the responsible Manager at our next meeting in July. It was noted that on two occasions, have they declined to attend. Josh to make the arrangements. To action. • May advised that when Biffa unlock the bin store in her area to empty the bins, the bins are not put back in the store. Cllr Kirk Masters has been contacted regarding the issue. May will provide feedback at the next meeting.

		<ul style="list-style-type: none">• Jamal advised that there are four commercial units on the parade of Radstone Walk. These units were let out based on bringing in revenue and footfall to the area. There were stringent guidelines imposed at the time, when initial enquiries were made for renting these units. It was advised at the time, that these units will not be offered as office space and requests at the time were firmly declined. It has recently been observed, that one of these premises has been used as an office space for Council staff. We would like to know, how and why this decision was made. To action.• Jamal requested an updated contact list for our Repairs Team Leaders. Josh agreed to send all a copy. To action.• Gwen asked what is happening with the 454 1000 number? Josh advised that this number is still operational, but customers may need to wait to get through to a call handler. The voice recognition option on this service is still not working, and we have been informed by our telephony team that the matter is in hand, and will hopefully be resolved soon. All members have been provided with the direct numbers to their NHO TL's, so please use it if you need to speak to Management.• Jean said there are issues with grass cutting, rats and pigeons in the St Matthews area. Rats are getting into the buildings and destroying piping. There are also issues with pigeons causing a noise nuisance. She was informed that these matters will not be investigated. Josh to speak to Paresh Chandarana. To action.
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3.	Repairs Overview	<p>Aidy Farmer delivered a presentation on the Repairs Service, which included;</p> <ul style="list-style-type: none"> - Channel shift; update - Total Mobile; update - Handy Person Service; update - Leaseholder Officers; update - Current challenges; fire inspections, repeat visits, access issues - Performance monitoring; 17/18 - Extreme weather conditions; issues and provision - Responses to T&L questions raised - Waste collection; Repairs & Voids (including asbestos) - Repair Team Structure <p>This session ended with a Q&A (below);</p> <ul style="list-style-type: none"> - Jamal enquired which were the most common types of boilers affected by the recent extreme weather. Aidy advised he didn't have that information, but the main problem was the freezing of condensate pipes. The problem causing them to freeze has been identified and a new product is being fitted to the pipe, which will alleviate this problem in future. The new device is being fitted during the annual service. - Wendy asked if tenants will be advised of these devices and when they will be fitted. Aidy to check. - Wendy enquired what happens during the service. Aidy explained the process. - Jamal enquired if most common parts are carried as stock in vans, as jobs are not being completed on first attendance. It
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		<p>was explained that vans are stocked accordingly, based on the most commonly used parts for their repairs. There will be occasions, after assessing the repair, that further works are required.</p> <ul style="list-style-type: none">- Gwen wanted to know why it took 10 days to repair a security door in her block, and only when a local Councillor got involved. Josh to take details from Gwen. To action.- Gwen asked how long it took for a void property to be repaired. She also wanted to voice other concerns. Josh advised that Aidy is not responsible for the Voids service, but hopes to make arrangements to invite them at our next meeting. We will spend some time to list key questions and send to them before hand, so that they have plenty of time to prepare and respond to our questions at the next meeting.- Gwen enquired why the Council gave a tenant a property that had vermin. Josh to take details from Gwen. To action.- Gwen said painting has not been done for a long time at her blocks. Aidy advised that due to financial pressures and cuts, painting went down the list of priorities, but is now moving up the list.- Peter asked why operatives phone the wrong tenants and how do they obtain them. Josh take details from Peter. To action.- Jean enquired about sheds, and why Team Leaders were not coming back to her with this information. Aidy advised if you don't get an answer from the Repairs Team Leader, then escalate to their Manager.
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4.	Universal Credit update	<p>Helen McGarry gave a presentation and handouts regarding the Universal Credit update, which was followed by questions and answers.</p> <ul style="list-style-type: none"> - Joe asked whether they can have the contact details for the new Rent Management Advisors. Helen advised she will contact Income Management Manager to find out. Helen to get back to Josh. - May asked if these changes affect the over 60s? Helen advised no, tenants over 60 will be exempt. - Joe asked if a leaflet drop can be arranged as people are asking for leaflets. Helen advised the council is taking a low key approach, but leaflets are in libraries, but she will send to Josh to send to the forum. - Jean said that with the full payment going directly to people, drug and alcohol dependent people will spend it on that. Helen said that if there are known cases of this type, DWP can set up what is called management payments, whereby payments are set up directly to us. Work is underway with monitoring

		accounts and those tenants that are most vulnerable.
5.	Tenant and Leaseholder Annual Report 17/18	<p>Josh advised members that we are proposing to take a different approach of producing and developing the next T&L Annual Report. A study was recently carried out, which reported on how many times our annual report was viewed on the council website. Unfortunately, the figures came out very low, indicating that the report was not being accessed frequently. Members were also advised that the work that goes behind planning, preparing and working on this report, requires a lot of time and may not be the best use of staff resources. The members were further informed, that if they look at the previous annual reports, they will notice that they only have one dedicated paragraph that reflects their role and what they do. To raise their profile and status, we should be focussing more on what they have done in the previous year, what challenges they were met with and what was achieved by their contribution.</p> <ul style="list-style-type: none"> - Members all voted to have a more streamlined report dedicated to the work of the Tenants and Leaseholders Forum.
6.	General Data Protection Regulation (GDPR) update	<p>Josh gave a quick overview of the changes made to GDPR. Jean and Jamal asked where they can obtain information about GDPR, as they are the Chair persons for their local TARA's. Josh advised it can be found online, but he will produce a paper summarising the key changes, so that they can understand the key changes and what really affects them. Josh will act upon this request asap, as the new changes to GDPR come into place tomorrow (25th May). To action.</p>
7.	T&L expenses	Josh shared some very good news with the members. In that, we

		<p>have now been granted a petty cash float to administer and reimburse taxi costs for members. As we all know, over the last 1.5 years, the forum has continuously raised concerns surrounding the extortionate high costs taxi firms are charging the Council, when we make transport arrangements for members to attend the forum meetings. By having this float now in place, this will not only save the Council money (by at least 60%), but will also avoid members having to wait for their money to be reimbursed. Members have therefore been advised that as of next month, those who require taxis to attend to these meetings, should make their own arrangements, and to use a taxi firm local to their area. We know that majority of our members use their bus passes to get to the city, but those who do require taxis on occasions, please ensure they inform me at least 2 days before the meeting, and ensure they get a receipt from the driver on the day. To claim back, the receipt should include the following details; tenant or leaseholders address, time, date and cost. Receipts to be handed at the next meeting and only if they have been confirmed with Josh beforehand. Savings will be reviewed in 6months time. We will also review the old 'Claiming Expenses' policy at the next meeting, and align it with the new changes.</p>
8.	Personal Emergency Evacuation Plans (PEEP); annual review	<p>It was agreed that Josh will fill in the documents on behalf of all members, and signatures will be taken from members at the next meeting. Members agreed. To action.</p>
9.	Any Other Business & Close	<p>Jean would like the forum to work with our District Managers in developing a revised TARA policy. As the old policies are outdated now, and a lot of TARA's across the city are working and being managed differently. Josh to speak to Suki Supria. To action.</p> <p>Josh would like to invite members to a meeting that he's looking to arrange on the 28th June. The purpose of holding this meeting is</p>

		<p>because he has been approached by a charity based in London, known as ASH (Action on Smoking and Health). They are trying to identify policy options to reduce the harm from smoking in the home across all housing tenures. They will be producing a national cross-sector policy report in autumn 2018, and to support this they are hoping to do a couple of tenant focus groups to assess the current thoughts and feelings about smoke-free housing.</p> <p>We have also been approached by the Division of Public Health (LCC), who want to come and speak to us, about what they are doing this summer. They want to see whether we can have any influence in helping promote the outdoor gyms initiative they've been working on and the led sessions they have available across our local parks.</p> <p>To make this meeting more constructive, we can include working and completing the following pieces of work;</p> <ul style="list-style-type: none"> - PEEP's – briefing and completed signatures - Tenants & Leaseholders Annual Report/Newsletter; confirm content and style - Review Expense policy; align with new changes <p>Members have all agreed to attend.</p>
Next meeting date:		<p>Date: 28th June 2018 Venue: Ian Marlow Centre.</p>