

Tenants' and Leaseholders' Forum Action and Decision Log

26th July 2018

Forum members present: Wendy Biddles (Chair), Joe Carroll (Vice Chair), Gwen Clifford, May Jones, Ann Green.

Apologies: Paresh Shah, Philip Allen, Jean Williams, Peter Hookway, Jamal Abdulla.

No.	Action item	Progress
1.	Welcome and Action Log feedback.	<p>Updates;</p> <p>Point 3; it was noted that the last action log mentioned Pork Pie library. This should be corrected to Saffron Neighbourhood Housing Office.</p> <p>Actions from last meeting;</p> <ol style="list-style-type: none">1. May Jones advised that minor issues have arisen following the installation of the new bin store area built at Neston Gardens. Whilst it has helped kept the estates tidy, it has become apparent that because Biffa (Waste Management) doesn't have key access to the store, they are lifting the bins out and not putting them back in its correct place. We may need to consider fitting auto gate locks. May to speak to Biffa and report back at the next meeting. Action2. Josh advised that he emailed an updated Repair Team Leaders contact list to all members.3. Jean said there are issues with grass cutting, rats and pigeons in the St Matthews area. Josh passed this to Paresh Chandarana and is awaiting reply. Action.

		<p>4. A new device ‘boiler boy’ is going to be fitted on the condensate pipe during an annual boiler service. This will help with alleviating the problem of having frozen pipes during the severe cold weather spells. Wendy enquired if tenants will be advised when the new devices will be fitted? Josh awaiting reply from Rob Webster.</p> <p>5. In the absence of Peter Hookway, Josh advised the group, that our operative obtained the wrong contact details from our housing system, hence why Peter received the unwarranted call. It was a result of a human error.</p>
2.	Local issues	<p>1. Ann advised that a dog waste bin has been damaged in local area. People are unable to place waste in the bin and are leaving bags on top of it. Ann was advised to contact the Housing Officer responsible for her area or report it to Waste Management through Leicester City Council’s online ‘MyAccount’ portal.</p>
3.	Voids and Property Lettings	<p>Jo-Anne Hollings, Suzanne Collins, Sarah Statham and Jon Coulton delivered a presentation on the Voids and Property Lettings Service, which included;</p> <ul style="list-style-type: none"> - An overview of last year’s performance (total voids, re-let times, let properties) - Void inspection process, from tenancy termination to sign up - The letting standard - Quality control - Challenges faced getting Void property ready-to-let

		<p>This session ended with a Q&A (below);</p> <ul style="list-style-type: none"> - Gwen enquired why an OAP in her block was offered the property, when there was poor wiring exposed in the loft, and so much mess left after the work was carried out. There was also signs of vermin in the loft, which was visible. This is a breach to health and safety conditions (particularly hygiene). Gwen presented photos to Suzanne and Jon to investigate matter. Action. - Gwen advised that some people are not getting Universal Credit during the crossover period. Josh to contact Helen McGarry. Action. - Joe raised concerns about the allocation of properties, to those tenants with a history of Anti-Social Behaviour cases. He asked why tenants are not vetted before they are offered these properties. Sarah and Suzanne explained that checks are in place, and those who have been served with an ASBO, are banned from the housing register for two years. If ongoing issue, Joe to raise with his Neighbourhood Housing Officer.
4.	Grounds Maintenance update	<p>Josh advised that this has been a city-wide issue that was raised towards the end of last year. Mark Humphrey from Parks and Open Spaces recently met with Joe, and inspected various estates in the New Parks area. Mark noted the areas where there was poor grass cut and not being disposed. Mark acknowledged the concerns and has agreed to tighten their monitoring and inspections schedule.</p> <p>1. Josh read out a letter that Mark had sent to Joe and will forward to all members. Action.</p>

		<p>2. Joe advised that Parks and Open Spaces are not responsible for removing weeds from pavements and slabs. Josh to establish if it is an estate/city warden responsibility. Action.</p> <p>3. May said that the grass on the Neston Garden estate was cut on 2nd, 23rd June and 17th July. Why was there a need to come out 3 times? Each time it was cut, the grass from the previous cutting was churned up and not cleared away. The grass cutting operatives started the work at 7:30am, which was not appreciated by residents in the estate. Josh to liaise with Mark Humphrey and invite him to our next meeting. Action.</p>
5.	Consultation – Condition of Tenancy	<p>It was advised that Nick Griffiths (District Manager) and Fiezal Hajat (Qualified Lawyer) have been working on revising the Conditions of Tenancy for around 12 months, and this has involved looking at a number of agreements being used by a number of other landlords, including Local Authorities, ALMOs and Housing associations.</p> <p>More recently, they have sent the document internally for consultation, and although they've had comments back, they have not yet been analysed. A draft document will be going to Housing Scrutiny Committee on 20th August. When the document is approved, it will be sent onto all tenants. They will have 28 days to accept and sign up or will have to serve notice to quit.</p> <p>Prior to this meeting, members were all provided a copy of the draft proposal, which included a summary of the key changes made in the document, and some guidance notes to help assist them when providing their feedback.</p>

		<p>Members attending today meeting provided their feedback, but Suki offered more time and welcomed further feedback for those who were unable to attend today.</p> <p>Josh to collate further responses by mid-August. Action.</p>
6	Expense policy - revised	<p>Josh handed out a revised draft copy of the Tenants and Leaseholders Expenses Policy. Josh asked that they all check the document and get back to him with any amendments or comments within two weeks of this meeting. The document will then be taken to his line manager for approval. Josh to collate responses. Action.</p>
7.	AOB	<p>1. Joe asked if members can attend external training courses and attend the quarterly network meetings arranged by the EMTPF. Josh explained that due to local budget cutbacks, unfortunately this will not be granted. Though, we are happy to provide any in-house training, including e-learning and tailored training sessions. Joe and Wendy feel that this will hold them and members back in their personal development and awareness of best practice from other local authorities. They also strongly feel that they should at least be offered this incentive, given that they are volunteering and that they have saved money for the Council by not using taxis arranged through our passenger and transport service. Josh to arrange meeting with Joe, Wendy, Gurjit and Charlotte. Action.</p>
Next meeting date:		<p>Date: 27th September 2018 Venue: Town Hall</p>