

Borough Wide Tenants Forum

Minutes of the Meeting held on 25th September 2024 at 11am

Present: Roger Price, Sue Healy, Percy Rooke, Kath Wilkins, John Holt, Sandra Holt, Ellen-Jane Brooks, David Baldwin, John Hinds, Jenny Harvey, Angela Coates Director of Housing, Julie Richardson Neighbourhoods & Tenant Involvement Officer, Paul Docherty Performance & Quality Officer, Ian Palmer Electrical Compliance Manager

Apologies: Denise Baum-Pick, Helen Parton Housing Services Manager

	The meeting commenced at 11.00 am with Roger in the chair.	
	Welcome & introductions. Roger introduced Ellen-Jane Brooks from Polesworth and welcomed her to the Borough Wide Tenants Forum.	Roger
	Apologies Above	
38.24	<p>Minutes from the last meeting and matters arising not on the agenda. Minutes of the last meeting were agreed by Sue & Jenny</p> <p>35.24 Tenant Partnership Agreement/Forward Work Plan 2024/2025 Information on the Councils website continues to be reviewed. Sue has carried out a Mystery Shop on the Housing web pages and has forwarded a report on her findings to Angela. Angela thanked Sue for her excellent piece of work. A small number of actions are required.</p> <p>37.24 AOB Scaffold is still erected at Chancery Court, work is nearing completion.</p> <p>A hearing loop has been requested and will be addressed Corporately.</p>	
39.24	<p>Feedback from Community Panels Drayton Court held a Community Panel meeting on 13th August, 10 tenants from Drayton Court attended the meeting. Weekly coffee mornings and a lunch</p>	

	<p>club have since been arranged and going well. The communal room has been redecorated throughout.</p>	
<p>40.24</p>	<p>Update from Tenant Led Scrutiny Panel Terms of reference for Scrutiny were agreed earlier in the year. Sue has produced 3 documents which were distributed for discussion and approval by forum members. Roger congratulated Sue for her work and Denise for her contribution. To ensure Tenant Led Scrutiny reports are standardised to provide a consistent approach, a document has been put together to act as an aide for all members to follow to ensure each report is consistent and concise each time. A telephone protocol will help as a guide when contacting tenants during a scrutiny exercise. The document will be reviewed periodically. Questions have been drafted to use during the next exercise on ASB noise nuisance. Questions have been carefully scripted to prompt and get tenants talking about their experiences when giving feedback. Angela asked for the draft documents to be titled with the Borough Wide Tenants Forum logo. Paperwork for the next scrutiny exercise will be made available on 16th October with a view to start the exercise the following week.</p>	
<p>41.24</p>	<p>Performance Update Quarter 1 The regulator will be publishing the returns this month. Current figures for Response Repairs delivered in target timescales is slightly down due to a lack of resources in carpentry and electric. This is now back on track. Gas safety checks have one outstanding as of September. Fire Risk Assessments are all complete. All high priority recommendations are complete and medium risk actions are being worked through. A fire door replacement program will start in September. Asbestos reports for communal areas are updated annually and water supplies are regularly monitored by an appointed contractor. The tenant satisfaction survey for 2024/2025 will be posted out at the end of September. It is intended for telephone surveys to also be carried out to find</p>	

	<p>out dynamically the experience of tenants who report something to us.</p> <p>The Equalities Policy has been agreed at Resources Board on 3rd September. There is to be a review on how we develop our approach to how we understand needs and tailoring our services. Caroline Morris and Paul Roberts will be looking at information we gather.</p> <p>There has been approval to purchase a case management system for anti-social behaviour, information held currently is not co-ordinated. The new system will help officers to respond to tenants reports and track progress, to record and report on one app.</p> <p>A case management approach for damp and mould works will be developed.</p> <p>Energy Performance Certificates have seen a slight improvement, many properties have had improvement works over the last 5 years. Properties that are assessed with an E rating are currently the focus.</p> <p>Stock condition data is continually reviewed and revised. Around 2% of stock is deemed not decent homes, these properties require roof work, lintels, and new heating systems.</p> <p>Electrical Installation Condition Reports need to meet within a 5year requirement. There has been staff training on Aico smoke alarms and staff awareness to ensure properties have the appropriate number of working alarms.</p> <p>Roger suggested a Task & Finish Group for voids. Angela will look at arrangements following the next scrutiny meeting.</p> <p>Sue requested a structure of the reviewed workforce.</p> <p>Complaints</p> <p>Complaints and feedback are encouraged to promote learning. A proportion of feedback is regarding lack of communication and keeping tenants informed. From April to August the Council responded to 28 complaints at Stage 1, 4 were made at Stage 2. No complaints to date have been escalated to the Housing Ombudsman. Angela gave</p>	<p>Angela</p>
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	<p>examples to give a little clarity on the type of complaints received.</p> <p>Considerations and learning actions are, a)that all services should be delivered with good customer care including contractors, b)to deliver reported repairs in the timescales agreed and to keep the tenant informed, c)with a change to the maintenance structure there is an improved capacity to meet the needs of the stock and its tenants, d)a new case management system to track anti-social behaviour cases, e)improved capacity in the Housing Options Team</p>	
42.24	<p>Capitol Programme verbal update</p> <p>There has been major improvement works to flats. Abbey Green is currently undergoing a major project costing around 4 million pounds. There has been recent works at Drayton Court and Chancery Court including the installation of fire doors. A replacement kitchen program will start in 2 weeks. Facia boards have been replaced at Stewart Court and in Coleshill, the next properties will be Fillongley and Sycamore Crescent Arley. Electrical works for rewires and upgrades, smoke alarms and door entry systems are ongoing. Electrical upgrades and emergency lighting is to be installed in communal areas at Church Hill and Eastlang Road. A roofing program will start next week, heating systems and window replacement program will also be put together.</p> <p>From next year there will be a look at budgets and the business plan. There will be a review in November that will go to board in January.</p>	
43.24	<p>Fire Safety Management Policy</p> <p>The Fire Safety Management Policy has been revised and is with the Fire Safety Company FCMS to sign off. Once approved the policy will be brought to forum. Fire risk assessments are complete, the main areas on the fire risk assessments include wall cladding, housekeeping, fire signage, lighting, alarms, and compartmentation.</p>	Angela
44.24	<p>Ventilation fans</p> <p>Forum members gave feedback and their concerns on ventilation fans recently installed in several</p>	

	<p>properties. Feedback was mixed, some gave a positive contribution saying ventilation fans have resolved damp issues in their homes. There were concerns with running costs, heat loss but mainly the noise created by the fans. David said some people are removing the fuse due to these issues. Ian Palmer, Electrical Compliance Manager, gave information on 2 types of ventilation fans that cost an average of £6.68 a year to run. It is possible for fans to become noisy from a build-up of dirt and fluff, when the filter needs to be changed, or where the positioning is incorrect and installed where there is a back draught. Ian will arrange installation of an alternative model for David to trial and report back to forum on any improvements. Arrangements will be made for Gurprit to attend the next forum meeting to discuss models, heat loss and tailoring the correct model to individual needs.</p> <p>A separate meeting will be arranged for Aico to attend to provide information on smoke alarms.</p>	
	<p>Agenda items for the next meeting Agenda items to be forwarded a week prior to the next meeting date.</p>	
<p>45.24</p>	<p>Any other business Chancery Court –</p> <ol style="list-style-type: none"> 1. Two freezers have been fly tipped at the rear of the flats and a washing machine has been left in the communal area. 2. A bollard at the front of 8-14 has been knocked over and needs to be reinstated. 3. Plastering is required following recent works, this remains outstanding. <p>Drayton Court -</p> <ol style="list-style-type: none"> 4. Issues with the window cleaning service have been noted. The contract is up for renewal and will be going out to tender. 5. Newly installed handrails are unfinished with no end stops fitted. The handrail front of 22-28 is loose. 6. Work to find the best solution for the drainage is ongoing. 	

	<p>7. Percy advised that some of the fire doors may need to be adjusted. Angela asked whether tenants had reported these issues.</p> <p>8. There was a report of a broken shower made over the Bank Holiday to out of hours which wasn't resolved for 4 days leaving the tenant unable to shower. The call should have been put through as an emergency repair.</p> <p>9. The Tenancy Officer has been made aware of noise nuisance.</p> <p>10. Action is being taken to remove a homeless person from outside Mancetter Church.</p> <p>11. Ellen asked, when moving out of a property whether good quality, clean flooring can remain in situ for the next occupant. Vacant properties have a void standard to follow.</p> <p>12. Ellen requested a copy of meeting dates.</p> <p>13. Contact details for forum members was updated during the meeting and will be distributed.</p> <p>14. The Homelessness Strategy went to Resources Board on 3rd September and will be going out to consultation, it will be brought to the meeting on 16th October 2024.</p> <p>15. Helen is out of the office; it was requested for Angela or Julie to be contacted in Helen's absence.</p> <p>Tenant Led Scrutiny meeting will be held on 16th October 2024 at 11am Borough Wide Tenants Forum meeting will be held on 20th November 2024 at 11am</p>	<p>All Members to note date of next meeting</p>
	<p>Roger thanked everyone for attending. The meeting closed at 1.10pm</p> <p>Signed, to confirm that these minutes are a true and accurate record of the Forum Meeting held on 25th September 2024</p> <p>.....</p>	