

Borough Wide Tenants Forum

Minutes of the Meeting held on 20th September 2023 at 11am

Present: Roger Price, Sue Healy, Percy Rooke, Jenny Harvey Kath Wilkins, Michael Jewkes, Angela Coates Director of Housing, Helen Parton Housing Services Manager, Julie Richardson Neighbourhoods & Tenant Involvement Officer

Apologies: Denise Baum-Pick, Sandra & John Holt

	The meeting commenced at 11.00 am with Roger in the chair.	
	Welcome & introductions.	Roger
	Apologies As above	
37.23	<p>Minutes from the last meeting The minutes of the last meeting were agreed by Percy and Kath</p> <p>Matters arising. 28.23 Helen has contacted Mandy Bygrave to thank her for attending the AGM as guest speaker and to enquire whether any community groups have been in contact with her to arrange cost of living sessions.</p> <p>31.23 Damp and Mould Policy. Sue referred to recent changes in guidance, additional health conditions have been included in the guidance. Angela is looking over the policy and will bring any necessary changes to forum at a later date.</p>	
38.23	<p>Feedback from Community Panel meetings Arley held a Community Panel meeting in August with good attendance. Tenant's meetings are continuing around the borough giving an opportunity to meet with tenants to gather feedback on community issues and housing services. Tenant's meetings have taken place since the last forum meeting in Water Orton, New Arley, and Baddesley. Kingsbury is scheduled for the end of September. During the meetings handouts are made available for tenants to take away including the updated Tenant Partnership Agreement. There has been some interest in tenant</p>	

	involvement with additional information given out following the meeting.	
39.23	<p>Performance Q1 (April – June)</p> <p>Information is currently being reviewed for Energy Performance Certificates. Many properties have had energy improvement works over the last five years; we need to ensure that the new certificate information has been updated in the database used for reporting.</p> <p>An officer has been appointed to support teams to deliver against the Climate Change Plan. Stock data will be analysed with a focus on priority areas for improving the energy efficiency of properties. Decent Homes, stock condition data is being reviewed and revised. Site visits and checks at year end return show properties are meeting the standard.</p> <p>Repairs undertaken right first-time for 2022/23 was 95%. This is a small improvement on 2021/2022. At the end of July, it was 87.47%, carpentry resource has been limited during this year.</p> <p>Repairs completed in target timescale is a new return which is part of the tenant satisfaction measures for this year. It is 87.64% which is an improvement over the year. End to end times are currently at 14 days, carpentry is at 26 days average.</p> <p>Compliments were received for the repairs service from Percy, following a window replacement and from Kath regarding a recent gate repair. Both examples were given to demonstrate satisfaction on an efficient service.</p> <p>There are currently 2 gas certificates outstanding due to tenants refusing access into the property to allow for the work. One is subject to a court order.</p> <p>97.49% of properties now have an electrical condition report within best practice time of 5 years.</p> <p>Turnaround times for adaptations are positive and have changed significantly over the past years. For Quarter 1 it was 1.89 months.</p> <p>Re let times for Quarter 1, total average was 60 days. Older properties do sometimes require extensive works which delays the relet time. Without capital works and straight forward was 31 days, with the voids team for 16 days.</p>	

	<p>There are less Anti-Social Behaviour cases than the benchmark average taking an average of 9 days to resolve a case. Some cases are more difficult to resolve, some expectations are high and unrealistic. Rent collection at year end gave fluctuations caused by the timing of Direct Debit payments.</p> <p>During last year 15 properties were sold and 5 have been sold to date this year. Right to Buy reduces housing stock and rental income.</p>	
40.23	<p>Complaints and Compliments</p> <p>There have been 7, stage 1 complaints during 2023/24. Complaints are all very different and are looked at on a case-by-case basis. Some complaints/service requests are dealt with quickly by officers and do not reach Stage 1. There has been 31 such cases logged over the year.</p> <p>There have been 29 compliments received during the year.</p>	
41.23	<p>Regulatory Consumer Standards Consultation</p> <p>The Regulator of Social Housing are seeking views on four draft consumer standards to be introduced in April 2024. The Borough Wide Tenants Forum have been provided with the draft consumer standards to consider and decide whether they wish to participate in the consultation process ending on 17th October 2023. Further information on the proposals and the full consumer standards consultation document can be found on the Regulator of Social Housings website. The website address has been given to forum members.</p> <p>It was suggested a separate meeting would be beneficial and a date has been set for Tuesday 10th October 2023 at 11am.</p>	
42.23	<p>Forward Work Plan – next steps</p> <p>Helen discussed next steps.</p> <p>3. Undertake an impact assessment to evaluate the outcome of tenant involvement and scrutiny activities aiming to complete the assessment by April 2024.</p> <p>Sue asked how we would evidence the difference tenants have made and would a timeline be recorded. An impact assessment for the year will include all involvement activities, the purpose, and</p>	

	<p>the outcomes. Scrutiny will also be included in the assessment.</p> <p>Roger and Sue asked for volunteers for the next scrutiny project having been faced with difficulties previously. Scrutiny is something that can also be discussed during the upcoming tenant's meetings to attract interest in the project.</p> <p>Michael asked for the allocations policy to be looked at with regard to disability in under 60's. Angela will bring this to Novembers meeting.</p> <p>4 Establish Focus Groups. The Damp and Mould policy has recently been reviewed and revised. The next stage will be to review the Anti-Social Behaviour/Noise Complaints policy and procedure. Dates will be arranged for the meetings.</p>	
<p>43.23</p>	<p>Tenant Scrutiny Week</p> <p>Tpas are running free digital online workshops, meet-ups, and networking sessions throughout the week from Monday 2nd to Friday 6th October. Sue will be attending Tpas Scrutiny Conference on 4th October and will also be joining the free sessions. Information on workshops and dates has been forwarded to forum members for anyone interested to book themselves onto a session.</p>	
<p>44.23</p>	<p>Impact of phasing out BT Landlines</p> <p>This will have no impact; Borough Care is no longer a North Warwickshire Borough Council service.</p>	
<p>45.23</p>	<p>Agenda items for next meeting</p> <p>Allocations - Angela</p> <p>Climate Change Plan – Robert Snape</p>	
<p>46.23</p>	<p>Any other business</p> <p>Refuse bins and side waste are being left outside the front of a property. This is restricting the turning point for vehicle access and isn't pleasant for neighbours.</p> <p>Sue complimented the housing division on recent work and improvements on climate change. Sue said she is now optimistic that housing will meet the climate change objectives set out by government. Angela confirmed this is mainly down to a new</p>	

	<p>officer, Robert Snape, who has set out to shape our approach to Climate Change and deliver against the Climate Change Plan. Angela asked whether the forum would like Robert to attend one of their meetings for a briefing. This has been arranged for November's meeting and will raise awareness of some of the opportunities but also challenges that will come with decarbonising the housing stock.</p> <p>Percy asked whether the door canopies at Drayton Court would be included in the improvement work and whether this would be carried out by the contractor. Angela agreed the canopies would be renewed, possibly by Wates rather than HDW. The flat roof on Drayton Court communal room is holding water, the wood is decaying. Contractors are currently working on flat roofs on Castle Road, Angela will ask the Contracts Manager if the communal room could be included in the work.</p> <p>Scaffold erected at the flats at Drayton Court is attracting a group of teenagers. Concerns were raised and have been reported to the site officer.</p> <p>Unauthorised males have accessed one of the blocks at Drayton Court and made unwelcomed comments to one of the tenants living in the block. Some door entry systems are not working correctly due to scaffold blocking the signal. One block has had the door entry turned off as key fobs are not working correctly.</p> <p>Julie distributed a revised forum members contact list.</p> <p>The next meeting has been arranged for Wednesday 15th November 2023 at 11am</p>	<p>All Members to note date of next meeting</p>
	<p>Roger thanked everyone for attending. The meeting closed at 12.35.</p>	
	<p>Signed, to confirm that these minutes are a true and accurate record of the Forum Meeting held on 20th September 2023 </p>	