

Borough Wide Tenants Forum

Minutes of the Meeting held on 17th January 2024 at 11am

Present: Roger Price, Sue Healy, Percy Rooke, Jenny Harvey, Sandra Holt, John Holt, Denise Baum-Pick, David Baldwin, Michael Jewkes, Councillor Denise Clews, Angela Coates Director of Housing, Helen Parton Housing Services Manager, Julie Richardson Neighbourhoods & Tenant Involvement Officer

Apologies: Kath Wilkins

	The meeting commenced at 11.00 am with Roger in the chair.	
	Welcome & introductions. New member to the forum, David Baldwin from Polesworth.	Roger
	Apologies As above	
1.24	Minutes from the last meeting and matters arising not on the agenda The minutes of the last meeting were agreed by Sue & John.	
2.24	Councillor Denise Clews Chair of the Housing Task & Finish Group attended the meeting by invitation. Councillor Clews is a local Councillor for Atherstone South and Mancetter Ward and represents the views and opinions of local residents. Councillor Clews is also Chair of the Housing Task and Finish Group representing tenants throughout the borough, she is keen for tenants to come forward to report repairs and complaints to the Council in the first instance giving officers the opportunity to resolve any issues. A joint meeting with the Housing Task & Finish Group to look at the Regulatory Standards has been arranged and agreed by forum members, this will be scheduled for Tuesday 27 th February at 6pm in the Council House.	
3.24	Feedback from Community Panel meetings Tenant's meetings are continuing around the borough giving an opportunity to meet with tenants to gather feedback on community issues and housing services. The next scheduled tenants meetings for February and March will be held in Hartshill, Old Arley and Fillongley.	

4.24

Performance Q2

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 that is used for reporting. A project has started to review the rating for each void property and where possible to carry out works to provide a C rating prior to let. Some things are easily resolved to increase the rating for example loft insulation, others are more difficult and will need consideration.

Decent Homes, stock condition data is being reviewed and revised. Site visits and checks are indicating no major issues.

Repairs completed in target timescale is a new return which is part of the Tenant Satisfaction Measures for this year, it is 83%. There has been a limited carpentry resource, this is now fully resourced, reported repairs are being prioritised. There are currently 3 apprentices, 2 plumbing and 1 electrician.

2 gas certificates are currently outstanding due to tenants refusing access into the property to allow for the work. One is subject to court proceedings. Gas servicing is a legal requirement, access is required to allow for the work.

97.49% of properties now have an electrical condition report within best practice time of 5 years. We have reviewed our procedures to ensure they are robust and achieve access for smoke alarms and condition reports.

Turnaround times for adaptations are positive, installing an average of 1 level access shower weekly.

Re let times for older properties do sometimes require extensive works which delays the relet time. Quarter 1 the total average was 60 days, without capital works was 31 days, with the voids team for 16 days without capitol works.

There are less Anti-Social Behaviour cases than the benchmark average. It takes an average of 9 days to resolve a case, some cases are more difficult to resolve.

	<p>Rent collection data shown at year end gave fluctuations caused by the timing of Direct Debit payments.</p> <p>7 properties have been sold to date this year. Right to Buy reduces housing stock and rental income.</p>	
5.24	<p>Complaints and Compliments</p> <p>There have been 27 stage 1 complaints during 2023/2024. Complaints are dealt with at stage 1 and stage 2 of the procedure. The next stage for a complaint would be to the Housing Ombudsman. Some complaints/service requests are dealt with quickly by officers and do not reach Stage 1, 45 requests for service have been logged over the year.</p> <p>Sue raised a concern with an increase in complaints regarding staff. Angela gave examples to give a little clarity on the type of complaint.</p> <p>There have been 60 compliments received during the year.</p>	
6.24	<p>Asset Management Plan</p> <p>Information from the report was relayed verbally at the meeting, a report will be circulated to forum members following the meeting.</p> <p>Stock condition surveys are done in house, information is stored on a database, reviewed, and revised to ensure information is up to date. This work is ongoing.</p> <p>There is an active capitol program. Major improvement works have been carried out on a number of blocks of flats.</p> <p>Regularly monitored safe systems of work cover electrical installation inspections (including CO hardwired alarm systems), gas servicing, management of water supplies reviewing Legionella, asbestos management and fire safety arrangements including fire doors.</p> <p>Procedures are in place to address issues of damp and mould in properties, tenants are encouraged to report these issues to us.</p> <p>Garage condition surveys are being carried out. Some garage sites are now in a poor condition and are no longer economical to repair, these sites will be considered for demolition. Some garages are indicating works are required to ensure a lettable standard, while others are in a good condition to let.</p>	Angela

	<p>New build homes add to the Councils housing stock to meet expressed housing needs, further new builds will be considered from next year.</p> <p>Rent collection is critical to provide services. Actions and resources are in place to deal with challenges of rent collection. A software system used to monitor rent collection identifies tenants who are behind with their rent payments to enable early intervention. A similar software system has also been introduced to monitor repairs including gas. The system will monitor and identify multiple visits to a property to complete a repair.</p> <p>The Council's Lettings scheme has been updated to ensure it is in line with current government legislation. A consultation exercise has been completed and the updated Lettings Scheme will be implemented soon.</p> <p>We have commenced a review of the Nuisance and Anti-Social Behaviour policy and procedures. This will be discussed at the Tenant-Led Scrutiny Panel with a view to gathering wider customer feedback.</p> <p>Tenancy Officers work to ensure that tenancies are being kept in good order in accordance with the terms of the tenancy agreement. There will be a continued focus on this.</p> <p>The Tenant Partnership Agreement has been reviewed and is due to be revised again in March 24.</p> <p>The recharge for leaseholders has yet to be completed before the end of March.</p>	
<p>7.24</p>	<p>Tenant Led Scrutiny Forward Work Plan</p> <p>Tpas helped to put together the current terms of reference for tenant led scrutiny, these were agreed in 2013.</p> <p>The terms of reference have been reviewed with help from Sue and a draft copy circulated to forum members for discussion. Reviewed terms of reference were agreed during the meeting in time for the first scrutiny project which will take a focused look at repairs 'how to report a repair' and the second project will focus on ASB.</p> <p>It has been agreed to use a mix of communication methods to involve more tenants in the exercise, these will include WhatsApp messaging and telephone calls. Prior permission to enable the</p>	

	<p>scrutiny group to contact tenants will be gained by an officer of the Council in the first instance. The next meeting for scrutiny will be held on Wednesday 14th February 24.</p>	
8.24	<p>Meeting Dates and Forward Work Plan Meeting dates were agreed, Roger advised he will be unable to attend the tenant led scrutiny meeting in June. Tpas have cancelled the Silent Voices Workshop on the 10th January, Helen asked for suggested dates to rearrange the workshop. The next convenient date for everyone is 21st February, this will be confirmed with Tpas. An updated meeting schedule for the Borough Wide Tenants Forum will be laminated and circulated.</p>	Julie
9.24	<p>Agenda items for next meeting Regulatory Consumer Standards Tenant Involvement Outcomes Report Tenant Partnership Agreement 2024-25 Items for June tenants newsletter AGM ideas</p>	
10.24	<p>Any other business</p> <p>Major works at Drayton Court are now complete and scaffold has been removed. 1 Windows haven't been cleaned for some time and are very dirty. Contractors are currently carrying out January's window clean and this will include Drayton Court now the scaffold has been removed. 2 External lower render is very dirty and stained following removal of scaffold. 3 Wood is rotten and falling down on door canopies. Ramps and canopies are the next stage of the project, canopies will be made safe until work on them commences. 4 There has been an issue with a tenant's toilet overflowing, a plumber attended promptly on out of hours to resolve the issue. Drainage is no longer appropriate for the building. The best approach is under consideration, it may involve major work.</p>	

	<p>Sue has put her name forward to join the Housing Ombudsman Residential Panel. The current term is coming to an end and recruitment has opened for the next panel.</p> <p>Sue asked for assistance to be able to access HouseMark, details are no longer recognised.</p> <p>Angela informed the forum of the next major works program to flats. This is due to commence at Abbey Green Court in Polesworth and will include a flat to pitch roof conversion.</p> <p>The next Borough Wide Tenants Forum meeting has been arranged for Wednesday 20th March 2024 at 11am</p>	<p>All Members to note date of next meeting</p>
	<p>Roger thanked everyone for attending. The meeting closed at 1pm</p>	
	<p>Signed, to confirm that these minutes are a true and accurate record of the Forum Meeting held on 17th January 2024</p> <p>.....</p>	