

**MINUTES OF THE LANDLORD SERVICES WORKING GROUP**

DATE: Tuesday 16 January 2024

VENUE: The Forest Meeting Room TIME: 10:00am

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| **Present:** |
| Sue Quincy (SQ) | Cllr Andrew Woodman (AWO) NWLDC |
| Sue Carr (SC) | Cllr David Bigby (DB) NWLDC |
| Sandra Houghton (SH) | Jane Rochelle (JR) NWLDC |
| Cheryl Gamble (CG) | Amanda Harper (AH) NWLDC |
| Pam McGowan (PM) | David Moxon (DM) NWLDC |
| Sandra Newall (SN) | Sharon Cole (SCO) NWLDC |
| Isobel Harris (IH) | Sam Sandbrook (SSA) NWLDC |
| Nicky Larkin (NL) | Peter Warren (PW) NWLDC |
| Janet Preston (JP) |  |
| Shirley Green (SG) |  |
| **Apologies:** |  |
| Graham Carr (GC) |  |
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| **1.** | **ITEM** | **ACTION** |
| **2.** | **Welcome & Apologies**AH welcomed everyone. Apologies as above. SCO and AWO introductions. |  |
| **3.** | **Minutes of the previous Meeting**Minutes approved and agreed as accurate.  |  |
| **4.** | **Matters Arising/ Actions**JP asked when the trees behind her property would be trimmed. AW replied, your Housing Officer, Polly Page is due to start the process on 16 November when she is visiting the site and requesting a quote from Parks, and it normally takes about four to six weeks to get the quote, the Team Manager will then need to authorize the cost and then it’s about another four to six weeks for the work to be completed. * Update 16/01/24: JP confirmed that one of the trees has had the top chopped off, but they’ve done nothing to improve the light into the back of her property. AH advised that as it is a personal matter, she would try to find out some more information outside the meeting.

PM asked when Parks would be trimming the hedges in the communal areas. AW replied that he would find out.* Update 16/01/24: PM confirmed that the border had been trimmed in front of her property.

LB mentioned that the hoarding around the former Woulds Court in Moira had been taken down in the summer and Heras fencing put up, JR had visited the site and told the residents that the site would be tidied up, but it still hasn’t been done. AW will look into. * Update 16/01/24: JR confirmed that the area has been tidied up.

PM and LB both asked if Parks could join a future meeting, AW replied, she would speak to Paul Ashmore, Open Space and Parks Team Leader about arranging a suitable time to visit the group. * Update 16/01/24: AH advised that as the Tenant Scrutiny Panel were currently working on a review of Grounds Maintenance and the Garden Tidy Scheme, it would be a good idea to invite the panel and Parks to a future meeting.

SC commented that Sure were going to look into the boiler issues that she had in summer 2023, SC gave them her email, but hasn’t heard anything. AH advised we could follow up with Sure.* Update 19/01/24: AH has asked Kulraj Pooni, Contract Supervisor, to either follow up with Sure or contact SC direct.

  | **AH****AH** |
| **5.**  | **Learning from Complaints**DM ran through his presentation included with the papers. JR asked if the figures were taken from Ombudsman website?DM replied that they were.JR replied, that’s all right, they’ve got it wrong not us.AH suggested that the link to the Ombudsman website be included with the minutes.* Update 17/01/24: https://www.housing-ombudsman.org.uk

JR asked the attendees if any of them had attended the Ombudsman event organised by EMH and NWLDC. A number had. JR continued, it’s going to be a challenge going forward to make sure that the data published is representative, the comparisons on that website as a small local authority such as NWLDC with roughly 4500 properties is in the same playing field as a large housing association with over 100,000 properties to manage, so if they get 600 or 700 complaints a year and just under 300 are found to be maladministration and warrant compensation and that’s a real indicator that they aren’t managing their complaints properly and the same comparison can’t be made against a local authority with only 3 complaints and 1 found to be maladministration and we still end up with a similar percentage on the website. JR continued, that she would make a correction on behalf of the Ombudsman, we record and monitor our determinations from the Ombudsman as well and we’ve paid more compensation that £300 as reported on the Ombudsman website as one case alone was over £800, so that’s something that she wants to be honest about because that’s wasted money in her opinion. JR concluded, compensation is paid when you’ve really dropped the ball and inconvenienced someone so it does need to be recorded properly.* Update 17/01/24: The Ombudsman reported on their website that compensation ordered to paid by NWLDC in 2022/ 2023 was £300, for 2022/ 2023 and 2023/ 2024 year to date, compensation ordered by the Ombudsman to be paid by NWLDC has amounted to £1,350.
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| **6.** | **Tenancy Audits**AH gave an update on behalf of AW, advising that the tenancy audits were a great way of getting to know our tenants’ current circumstances as these may have changed since the property was allocated, a number of repairs have been identified and reported so far and we need to understand why some tenants don’t report their repairs. So far 671 audits have attempted since 13 June 2023 (99 completed before that, but the data has some different info on it such as how many repairs we reported etc), of the 671 attempted, 573 completed (the customer was in), 81 weren’t in and 5 refused access. Those audits resulted in the reporting of 361 repairs.Internal Condition of the Property: 336 properties were rated as Good6 properties were rated as Good/Fair158 properties were rated as Fair 44 properties were rated as Poor1 property was rated as Poor/Fair Due to a variety of things, such as repairs issues and hoarding (the way a tenant decides to live) we may have decided to make safeguarding referral to try to get support to them.Some data was missing from early audits due to changes in the way we have adapted the forms:26 people were identified where there were payment concerns which were discussed at the Audit Next steps: and we continue to increase the number of audits completed to show further trends, we will also record and report on the number of safeguarding concerns (these are captured but not in statistical analysis as yet).DB asked when it was likely that the audits would be to completed.AH replied it was difficult to say, we have two fixed term Housing Officers assisting with the tenancy audits, we think it will be a two to three year rolling programme.JR added, we may look at changing the target, it was set at an ambitious twenty per week, so some housing officer duties may be moved to increase capacity or we may look to recruit new housing officers to try and get into every property in the next twelve months. |  |
| **7.** | **Tenant Satisfaction Measure**DM ran through his presentation included with the papers, DM ran through his presentation that was included with the meeting papers and handed out a results sheet to the group noting that the results published below were supplied from HouseMark and only represented responses from less than 10% of housing suppliers, so only gives us a flavour of how NWLDC compares against other housing landlords.TSM Perception Measures:TP01: Proportion of respondents who report that they are satisfied with the overall service from their landlord.

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| **NWLDC June/July 2023** | **SECTOR** | **PEER GROUP <10k** |
|  |  |  |  |  |  |
| **Quartile1** | **Median** | **Quartile3** | **Quartile1** | **Median** | **Quartile3** |
| **64%** | **65%** | **72.30%** | **79.20%** | **67.20%** | **70.00%** | **77.60%** |

TP02: Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with overall repairs service

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| **NWLDC June/July 2023** | **SECTOR** | **PEER GROUP <10k** |
|  |  |  |  |  |  |
| **Quartile1** | **Median** | **Quartile3** | **Quartile1** | **Median** | **Quartile3** |
| **62%** | **67%** | **74.50%** | **80%** | **67.40%** | **75.10%** | **78.10%** |

TP03: Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with te time taken to complete their most recent repair

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| **NWLDC June/July 2023** | **SECTOR** | **PEER GROUP <10k** |
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| **Quartile1** | **Median** | **Quartile3** | **Quartile1** | **Median** | **Quartile3** |
| **55%** | **62.80%** | **70%** | **76.30%** | **62.40%** | **68.00%** | **75.90%** |

TP04: Proportion of respondents who report that they are satisfied that their home is well maintained.

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| **NWLDC June/July 2023** | **SECTOR** | **PEER GROUP <10k** |
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| **Quartile1** | **Median** | **Quartile3** | **Quartile1** | **Median** | **Quartile3** |
| **56%** | **66%** | **72.20%** | **80%** | **64.50%** | **68.80%** | **76.40%** |

TP05: Proportion of respondents who report that they are satisfied that their home is safe.

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| **NWLDC June/July 2023** | **SECTOR** | **PEER GROUP <10k** |
|  |  |  |  |  |  |
| **Quartile1** | **Median** | **Quartile3** | **Quartile1** | **Median** | **Quartile3** |
| **64%** | **72.30%** | **78.70%** | **85.60%** | **71.60%** | **77.40%** | **81.30%** |

TP06: Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them

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| **NWLDC June/July 2023** | **SECTOR** | **PEER GROUP <10k** |
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| **Quartile1** | **Median** | **Quartile3** | **Quartile1** | **Median** | **Quartile3** |
| **44%** | **53.20%** | **61%** | **69.40%** | **49.30%** | **58.00%** | **60.40%** |

TP07: Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matters to them

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| **NWLDC June/July 2023** | **SECTOR** | **PEER GROUP <10k** |
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| **Quartile1** | **Median** | **Quartile3** | **Quartile1** | **Median** | **Quartile3** |
| **48%** | **65%** | **71.40%** | **78.80%** | **60.60%** | **68.80%** | **73.10%** |

TP08: Proportion of respondents who report that they agree their landlord treats them fairly and with respect.

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| **NWLDC June/July 2023** | **SECTOR** | **PEER GROUP <10k** |
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| **Quartile1** | **Median** | **Quartile3** | **Quartile1** | **Median** | **Quartile3** |
| **60%** | **72%** | **78.20%** | **84.60%** | **66.70%** | **73.00%** | **79.20%** |

TP09: Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlords approach to complaint handling

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| **NWLDC June/July 2023** | **SECTOR** | **PEER GROUP <10k** |
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| **Quartile1** | **Median** | **Quartile3** | **Quartile1** | **Median** | **Quartile3** |
| **26%** | **28%** | **34%** | **42%** | **25.00%** | **31.00%** | **37.50%** |

TP10: Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained

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| **NWLDC June/July 2023** | **SECTOR** | **PEER GROUP <10k** |
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| **Quartile1** | **Median** | **Quartile3** | **Quartile1** | **Median** | **Quartile3** |
| **52%** | **58.90%** | **66%** | **72.40%** | **59.00%** | **66.20%** | **70.80%** |

TP11: Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to their neighbourhood

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| **NWLDC June/July 2023** | **SECTOR** | **PEER GROUP <10k** |
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| **Quartile1** | **Median** | **Quartile3** | **Quartile1** | **Median** | **Quartile3** |
| **44%** | **57.30%** | **64%** | **74%** | **55.20%** | **62.30%** | **72.60%** |

TP12: Proportion of respondents who report that they are satisfied with their landlord’s approach to handling anti-social behaviour

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| **NWLDC June/July 2023** | **SECTOR** | **PEER GROUP <10k** |
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| **Quartile1** | **Median** | **Quartile3** | **Quartile1** | **Median** | **Quartile3** |
| **44%** | **51%** | **57.60%** | **64%** | **50.20%** | **53.40%** | **57.00%** |

There was a general discussion about the tenant experience with Repairs and Asset Management, with comments from SN about mould and damp, SQ, NL and IH about the conditions at Fairfield Court and SC about her experience with her boiler repair.   |  |
| **8.** | **Forward Plan**AH suggested that if we add Parks to the forward plan, we also include the Tenant Scrutiny Panel who are currently inspecting the Grounds Maintenance service and Garden Tidy Scheme. AH stated that she was meeting with the panel this afternoon and would put it to them then. IH asked about the bins at Fairfield Court and Lily Walker’s, Recycle More Officers visit to the Landlord Services Working Group in March. IH commented that there was still some chairs and other bulky items sitting outside and that the wrong waste was being put into the wrong bins by residents and their carers.AH suggested speaking to Lily or John Bright, Waste Services Development Officer, to see what the options might be, in the meantime she would arrange a bulky waste collection for Fairfield Court.* Update 22/01/24: AH has requested a bulky waste collection for Fairfield Court.
 | **AH** |
| **9.** | **Any Other Business**JP asked what was being done about the disparity in Service Charges at Howe Court and Smith Court in Whitwick as she paid £5 a week more that SG. AH suggested that JP speak to DM at the end of the meeting as his team looked after the service charges. AH advised that we would be setting up a Task and Finish group to consult on the Repairs Policy which SCO would be leading on.PM asked if the Tenants Handbook was still valid as she hadn’t seen a new one.AH replied, the Repairs Handbook was available on the website, it was two to three years old and if changes were made to the Repairs Policy that the handbook would be updated. PM asked for a copy of the handbook.AH responded that she would get one to her.* Update 22/01/24: AH has emailed a link to PM to access the Repairs Handbook.

SC asked if tenants would be involved in the Repairs Policy Consultation and if so asked that her name be put down. NL asked if the communal WiFi was ever going to be switched on.AH asked if it had ever been reported and she would follow up.* Update 22/01/24: AH has spoken with Ankit Passi, Contract Supervisor, who went to check on it last week, he has reported back that there is a connection issue so he’s asked the company, Multimedia, to address the problem.
* Update 25/01/24: Alison Kilduff, Support Officer, has confirmed that the WiFi is working.

SC commented that she had been promised a call back from the council, either the same day or the next, but it didn’t happen and she had to keep chasing.AH replied, if you were promised a call back from an officer, then she should have expected that to happen in the timescales given.SC commented that it would be nice if tenants were kept informed either by email or letter when there respective Housing Officer left the council.AH replied, for those that didn’t know Kirit Patel who had been the Housing Officer for Hugglescote had left to work for another organisation , this fell over the Christmas period. AH continued, she couldn’t commit to write out to everyone, but would ensure the website was updated.JR suggested including new starters and leavers in Intouch, the tenant magazine.AH replied that was a good idea.SC asked to give a compliment to Parks, a tree fell on the avenue during the high winds, this was called through as was informed that as it wasn’t blocking the road clearing it wouldn’t be a priority, however it was cleared within 24 hours. |  |
|  | **Date of Next Meeting** Tuesday 13 February 2024, **Forest Meeting Room** (Council Chamber), Stenson House, London Road, Coalville, LE67 3FN. |  |