

**MINUTES OF THE LANDLORD SERVICES WORKING GROUP**

DATE: Tuesday 13 February 2024

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

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| **Present:** |
| Nicky Larkin (NL) | Shirley Green (SG) |
| Janet Preston (JP) | Cheryl Gamble (CG) |
| Sandra Houghton (SH) | Cllr Andrew Woodman (AWO) NWLDC |
| Pam McGowan (PM) | Amanda Harper (AH) NWLDC |
| Sue Carr (SC) | Sharon Cole (SCO) NWLDC |
| Graham Carr (GC) | Sarah Richards (SR) |
| Isobel Harris (IH) | Peter Warren (PW) NWLDC |
| Sue Quincy (SQ) |  |
| **Apologies:** |  |
| Brian Wills (BW) | Jane Rochelle (JR) NWLDC |
| Sandra Newall (SN) | Jas Singh (JS) NWLDC |
| Cllr David Bigby (DB) NWLDC |  |
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| **1.** | **ITEM** | **ACTION** |
| **2.** | **Welcome & Apologies**AH welcomed everyone. Apologies as above.  |  |
| **3.** | **Minutes of the previous Meeting**Minutes approved and agreed as accurate.  |  |
| **4.** | **Matters Arising/ Actions**IH asked about the Tenant Scrutiny Panel’s review of Grounds Maintenance and The Garden Tidy Scheme and if they would be visiting each area.AH replied that the panel would be sending surveys to tenants. SCO added, the panel would send a questionnaire to a couple of people in each area that receive the service.IH commented that the bulky waste at Fairfield Court had been cleared.*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.*
* Update 13/02/24: AH advised that the matter had been passed to JPs Housing Officer. JP replied, it had but the work wasn’t to her satisfaction, but it had been done. AH responded that we wouldn’t cut down a healthy tree. JP advised that Polly had advised that her hands were tied.

*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.*
* Update 13/02/24: AH advised she was waiting for Parks to confirm if they are able to attend the next meeting.
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| **5.**  | **Repairs Policy Consultation**AH advised that we are currently reviewing the Repairs Policy and we’re consulting with tenants to get some feedback, the main changes proposed are to the timeframes for repairs. SCO added, we asked the Tenant & Leaseholder Consultation Forum to complete a questionnaire, but there was quite a high level of satisfaction in the group, so the next step will be to survey a number of tenants who had a repair completed to get some feedback from them, the overall feedback would then be presented to the forum. AH continued, there would be an elected member event in March with the updated policy going to Cabinet at the end of April, the proposed timeframe changes were; * Emergency repairs, response within 4 hours to make safe. Currently 24 hours.
* Urgent repairs, response with 3 days to make safe.
* Routine repairs, any standard repair with 20 days. Currently, this is covered by tenants choice, which can be anywhere from 28 to 60 days.
* Planned works, multi-trade or complex repair, planned within 60 days. Work takes up many hours, combination of trades or more than 4 hours.

AH stated that we needed to get clarification about “days”, is that working days or calendar days and we also need some examples of what type of repair fits into each category. |  |
| **6.** | **Q3 Performance Update – Repairs & Asset Management**AH ran through the performance update, a copy of which was included with the papers.SC asked if contractors will have lanyards for ID.AH replied, all contractors and officers should have ID and she would encourage everyone to ask to see it before letting someone in their home. |  |
| **7.** | **Q3 Performance Update – Housing Management**AH ran through the performance update, a copy of which was included with the papers.AH asked if the new layout was easy to follow.GC replied that it was.  |  |
| **8.** | **Forward Plan**AH reiterated that she was still waiting for Parks to confirm if they would be able to attend.AH asked if there was anything the group would like to add to the forward plan. |  |
| **9.** | **Any Other Business**SC asked if a new Housing Officer had been allocated to the Hugglescote area yet. AH replied that there wasn’t. AH added, we completed a recruitment exercise and have offered the permanent post to Tendai Chikoto, who is currently a fixed term Housing Officer for the authority. AH continued, rather than move Tendai from his current patch, we have gone to the varies agencies and have received ten CVs but only one may be suitable for interview, in the meantime any duties for the vacant patch are being dealt with by other Housing Officers.SC commented that that must be more expensive to have agency staff. AH replied that it was yes, but currently there are two fixed term posts up to July 2024, so to go through the external process of advertising again would result in having someone from April to July, so it’s worth spending a bit more to get someone with experience. PM asked for a list of the meeting dates for the other groups. PW to forward a list to PM. |  |
|  | **Date of Next Meeting** Tuesday 12 March 2024, **Forest Meeting Room** (Council Chamber), Stenson House, London Road, Coalville, LE67 3FN. |  |