

**MINUTES OF THE LANDLORD SERVICES WORKING GROUP**

DATE: 12 March 2024

VENUE: Forest Meeting Room (Council Chamber) TIME: 10:00am

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| **Present:** |
| Janet Preston (JP) | Cllr Andrew Woodman (AWO) NWLDC |
| Sandra Houghton (SH) | Cllr Alison Morley (AM) for Cllr David Bigby NWLDC |
| Pam McGowan (PM) | Jane Rochelle (JR) NWLDC |
| Sue Carr (SC) | Amanda Harper (AH) NWLDC |
| Graham Carr (GC) | Sharon Cole (SCO) NWLDC |
| Isobel Harris (IH) | Lucy Foster (LF) NWLDC |
| Sue Quincy (SQ) |  |
| Shirley Green (SG) |  |
| Cheryl Gamble (CG)Laura  |  |
| Laura Quinton (LQ) |  |
| Janet Higgins (JH) |  |
| **Apologies:** |  |
| Nicky Larkin (NL) | Peter Warren (PW) 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**No matters arising |  |
| **5.**  | **Waste and Recycling Updates**LW spoke about 3 different options for a new bin to replace boxes and bags as per information shared with the agenda. LW advised that the online survey is still open and that they had already received over 6000 responses. LW goes into detail about the different options, benefits, size options etc.CG asked how long this would take LW replies this would take a couple of years because of contracts ending with different companies which would also link to the contract review for the vehicles too.Question asked why the bins are being changed LW advises bins are being changed because of complaints about litter and the current recycling bags/boxes.Question about how easy it will be for the Waste team to empty the bins with 4 separate sections. LW advised that the vehicles will change depending on the preferred option and if we went with the bins with the 4 separate sections the vehicle would have a specific bin lifter which would separate the contents into the correct sections. Question asked about how many bins will be needed for those in flats (non-sheltered). Non communal flats will have individual bins.CG asks LW if these options you are having to flatten cardboard out LW advises that option 1 and 3 you wouldn’t need to do this but option 2 the cardboard will have to be flattened.  |  |
| **6.** | **Open Space and Parks Visit**SC says issue with when it rains mud is being dragged into homes, PA acknowledged that this is an issue. He advised that the team do have back pack blowers to blow the grass off the paths onto the grass. Unfortunately, due to weather conditions the mud will hang around longer, possible option of boxing off grass but due to this not being good for the environment they have discounted this idea. JP asks PA that issue she raised years ago about benches 2 men recently from his team have come to look at this but left two holes in the floor, JP asks why they have been left, PA advised JP to speak to him after the meeting.LQ asks why street furniture is not being picked up PA advises that these are historic and for Housing to investigate if they still want the items there. JR asks PA if the benches are maintained at cemeteries to show they have the resources to maintain benches and PA confirms there are. PM asks what the plans are for weed killing and bush cutting PA advises this happens every winter and Is still being completed now council instructed PA to not use a certain weed killer due to identified risks. JR advised that she would be asking for this to be revisited for the Housing sites. PM asks instead of bushes to replace with trees PA advises this is not his team responsible for these choices but lots of different opinions about this. PA advised that work to bushes and hedges is usually done outside of the grass cutting season. JR advised that different planting options could be considered as part of the Love Your Neighbourhood Project.LQ asked if it will be beneficial to have something in the tenants newsletter on what to expect from Grounds Maintenance. AH agreed and said she would add to the forward plan of InTouch. | **JR****AH** |
| **7.** | **Repairs Policy Consultation Update**SCO advised of the proposed repair priorities:* 4 hours for emergencies
* 3 days for urgent follow on work
* 20 working days for routine repairs
* 60 working days if there is more than one contractor needed can take up to 60 days

SCO advised that a survey had been sent out to tenants and so far there had been 179 responses and 71 people interested in getting involved with resident involvement. SCO will look at feedback from customers in April/ May 2024. JR advises they are to consider where to go from there with tenants. JR says extra sessions will be offered for information on the link to guide those of the process, times etc. SC asks if this also relies on the amount in repairs team. JR advised that a support contractor has been appointed to work with the in-house team to address the backlog of repairs. Training is also being planned for operatives so tenants can get the service they require.  | **JR/ SCO** |
| **8.** | **Forward Plan**Discussion of next meeting, AH confirms what will be on the agenda, JR makes request for Kerry Spiers (CS team leader) to attend. |  |
| **9.** | **Any Other Business**LQ asks if there is any data regarding dissatisfaction AH advises that these are in HO’s work tray and is specific to different teams. If service isn’t completed a complaint can be filed- service failure. AH confirms record is kept for this and confirms HO’s can log complaints on tenant’s behalf. JP reported last meeting lights have still not been repaired after a year AH to speak with JP after meeting. SC asked who is responsible for after bins are emptied any waste left on the floor? LW advised that anything dropped by the crew is expected to be picked up by them and they have a dustpan and brush on the vehicle. SC asked why text messages from repairs are not consistent in letting tenants know what date the contractor is coming. LQ confirms the texts come through after the repair is done. JR says this is from the handheld phone they are not closing jobs when completed.SC asked LW what is the suitable way of dispose for gas cannister? LW advised to take to the waste recycling centre.SC asked for a compliment to be noted for Kelsey Wood for helping her with issues over the phone and Steve (Parks) for coming out to help in such short time. SC gave apologies for her and GC for next meeting. |  |
|  | **Date and Venue of Next Meeting** Tuesday 16 April 2024 in the Abbey Meeting Room (Board Room), Stenson House, London Road, Coalville, LE67 3FN |  |