**MINUTES OF THE TENANTS’ AND LEASEHOLDERS’**

**CONSULTATION FORUM**

Date: 5 February 2024 Time: 18:00

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| **Directorate** | **Housing** |
| **Present:** |  |
| Dave Larkin (DL) | Resident Hugglescote, Hugglescote TA and T&LCF Chair |
| Antoinette Fallon (AF) | Resident Coalville and Friends of Greenhill TA |
| Barry Barlow (BB) | Resident Castle Donington and Castle Donington TA |
| Margaret Barlow (MB) | Resident Castle Donington and Castle Donington TA |
| Lorraine Nicholls (LN) | Resident Coalville and Friends of Greenhill TA |
| Joan Cox (JC) | Resident Coalville and Linford & Verdon TA |
| Andrea Croft (AC) | Resident Coalville and Friends of Greenhill TA |
| Janet Higgins (JH) | Resident Ashby and Tenant Scrutiny Panel Chair |
| Wendy Harrison (WH) | Resident Coalville and Linford & Verdon TA |
| Elaine Hill (EH) | Resident Hugglescote and Tenant Scrutiny Panel member |
| Sue Richards (SR) | Resident Whitwick and Whitwick & Thringstone TA |
| June Cave (JCA) | Resident Whitwick and Whitwick & Thringstone TA |
| Kathleen Alderman (KA) | Resident Ashby and Central Ashby TA |
| Isobel Harris (IH) | Resident Hugglescote and Hugglescote TA |
| William Forrest (WF) | Resident Whitwick and Park View TA |
| John Lakin (JL) | Resident Whitwick and Park View TA |
| Cllr Andrew Woodman (AW) | NWLDC Portfolio Holder for Housing |
| Cllr David Bigby (DB) | NWLDC Shadow Portfolio Holder for Housing |
| Amanda Harper (AH) | NWLDC Housing Management Team Manager |
| Sharon Cole (SCO) | NWLDC Resident Involvement Team Leader |
| Peter Warren (PW) | NWLDC Resident Involvement Administration Assistant |
| **Apologies:** |  |
| Lisa Sherratt (LSH) | Resident Ashby and Willesley TA |
| Jane Rochelle (JR) | NWLDC Head of Housing |
| Gillian Dyson (GD) | Resident Ashby and Central Ashby TA |
| Val Moss (VM) | Resident Ashby and Willesley TA |
| Laura Smythe (LS) | NWLDC Resident Involvement Officer |
| Merle Moran (MM) | Resident Whitwick and Whitwick & Thringstone TA |
| Joyce Gee (JG) | Resident Whitwick and Whitwick & Thringstone TA |

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|  | **ITEM** | **ACTION** |
| **1**. | **Welcome, Introductions and Apologies**  DL welcomed everyone. Apologies as above. |  |
| **2.** | **Minutes of Last Meeting and Matters Arising**  The minutes were accepted as a true copy.  *JL asked about the rodent infestation at Park View and the trouble that residents had trying to get it reported and dealt with. AH replied that she would follow up.*   * Update: 05/02/24: AH understood that a camera survey should have been completed the previous Friday, but hadn’t seen the results of that, if it had taken place. AH to follow up. * Update:08/02/24: AH has confirmed that Dalrod had been at Park View to complete the CCTV survey.   *SR asked who was responsible for supplying washing up liquid and hand wash for general use at Howe Road Community Lounge. AH replied, it was up to the council to supply those items. LN commented that they needed handwash and washing up liquid at the Greenhill Shop too. AH replied that she would sort out via the cleaning contractor.*   * Update: 05/02/24: AH advised that the request had been passed to the cleaning contractor, so the venues should see a change in that soon. |  |
| **3.** | **Housing Commercial Services Update**  AH advised that as JR had been unable to attend the meeting, this agenda item would be carried forward to the March meeting. |  |
| **4.** | **Repairs Policy Consultation**  SCO advised that we are currently reviewing the Repairs Policy and we’re looking at how we consult with tenants and get some feedback, so with that in mind SCO had completed a quick questionnaire and split the forum into small groups and asked for feedback on the following proposed changes to the timeframes for repairs;   * 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.   The groups were given time to complete the questionnaires and SCO collected them back in. SCO commented that from the responses there is quite a high level of satisfaction in the groups, so the next step would be to complete a sample survey of tenants who had a repair completed to get some feedback from them, once okayed by JR, SCO would feedback the overall results to the forum.  DL commented that he had put “satisfied” with the job, but he wasn’t satisfied with the service, there was a difference as the job was done well when the operative came, but they didn’t come for over a month after we had called again.  AH confirmed, it’s the repeat reporting. SCO advised, she would add into the questionnaire. AH added, we are looking to complete the consultation in various formats, so we may want to do a survey for the Virtual Panel and a Task & Finish Group as well. AH concluded, we’re looking to take an amended Repairs Policy to Cabinet at the end of April and we may have a Member event and we’re working with Democratic Services to identify a suitable date for that. AH suggested including a copy of the complete version of the current Repairs Policy to the minutes. |  |
| **5.** | **Q3 Performance Update – Repairs & Asset Management**  AH ran through the performance data, a copy of which would be included with the minutes, but commented that she would check the “0% Recalls” figure reported.  JH asked how the 24 hour response time going to be managed in 4 hours. AH replied, that it would be a challenge, but it would be to get an initial response in 4 hours, so if someone has reported that they have no heating the engineer may arrive after someone has gone to bed, so the 4 hour period is an attempt to get past that, but if it is a genuine emergency, we need to get there quicker than within 24 hours.  DL commented, the problem is when you ring through and report an electrical problem, a joiner might turn up. AH replied, the initial call out would be a fault find visit. DL replied, but a joiner turning up would cover the 4 hour response time. AH replied, you shouldn’t get a joiner turn up to look at an electrical problem. DL responded, that was probably an exaggeration, but we do get joiners to look at plumbing jobs. AH replied, some operatives are multi-trade, so you may get a joiner than can do plumbing, but in terms of specialist trades such as gas and electrical, you should only be having the certificated engineers. AH added, it needs to be noted that an operative may attend and discover hat they need to order a part, so it’s important to understand that we get to the tenant, understand the problem, and let’s say it’s a heating problem, that we leave the tenant with temporary heating. |  |
| **6.** | **Q3 Performance Update – Housing Management**  AH ran through the performance data, a copy of which would be included with the minutes.  DL asked what closes an ASB case. AH responded, it’s based on the evidence that’s available, if we’ve not had any new incidents for a certain amount of time and therefore we’re going to close the case. AH added, any case closures from an officer has to go to a senior officer to approve the closure. AH continued, sometimes the information we get is that it’s not anti-social behaviour and it’s not been categorised correctly or the anti-social behaviour issue has come to an end, for whatever reason.  IH asked what hate related incidents might be. AH replied, discrimination and that could include disability. AH concluded, we only get involved in cases about our tenants, we don’t get involved in cases about an owner occupier, that falls to our Community Safety Team. |  |
| **7.** | **Intouch Articles For The April 2024 Issue**  AH advised that the items currently under consideration for the April issue of Intouch are:  Learning from Complaints/ Tenant Satisfaction Measures.  Leavers and starters, including a feature on SCO.  Preparing for an emergency – flooding, power outage, etc.  Tenants Thank You Event.  Gardening tips.  Places of interest in the district.  Consultation on the review of policies.  A feature on the Youth Activity held at the Greenhill Community Shop.  A feature on damp, mould and condensation.  Bin and waste consultation, including food waste collections.  Love your neighbourhood imitative.  Ah added, as always if anyone had any ideas of features or articles, then please let us know. |  |
| **8.** | **Update from the Tenant Scrutiny Panel**  JH advised the forum that the panel were currently completing an inspection on Grounds Maintenace and the Garden Tidy Scheme, but had experienced a hold up from August 2023 when Justin O’Brien, the former Resident Involvement Team Leader left the authority, they do however plan to have their report ready for Cabinet in April 2024. JH continued, we’ve looked at what we need to complete the inspection with help from SCO, including completing a couple of surveys which JH had brought along to the meeting for the attendees to complete. Time was given to the members to complete the surveys and were collected up by SCO. JH added that the Garden Tidy Scheme surveys would be sent to a selection of tenants that use the service and the surveys on Grounds Maintenance would be sent to tenants who live somewhere where grounds are maintained by the Parks Team on behalf of Housing.  There was then a discussion about the frequency and quality of the grounds maintenance. AH reminded the forum that the works completed by Parks was governed by the weather, the season being March to October. AH continued, it’s important that the group understand that we would not be looking to increase the boxed cuts (collection) for a number of reasons, it’s also important to be aware of whose responsibility it is maintaining the ground in different areas, it could be County Council, District Council, Parish or Town Council, so it’s important to clarify the feedback so that tenants understand it’s immediately around your property. AH concluded, we may want to have a look at introducing Grounds Maintenance Inspectors, as we do get weekly reports from Parks as to where they’ve been and if we want to circulate information to tenants who’ve signed up to that to get feedback. |  |
| **9.** | **Forward Plan**  Housing Commercial Services Update to be carried forward from the February meeting to the March meeting. Housing Management Service Update to be moved from the March meeting to the April meeting. TLCF AGM to be added to the April meeting. |  |
| **10.** | **Any other business**  SR asked if the TAs had any ideas for days out. DL asked that if anyone had any ideas to pass them on outside the meeting.  AH advised that LS had returned to work and was currently on a phased return. |  |
|  | **MEETING CLOSED**  Date of the next meeting: 4 March 2024 at 18:00  Venue: Forest Meeting Room (Council Chamber), Stenson House, London Road, Coalville, LE67 3FN or virtually via Microsoft Teams. |  |