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

**CONSULTATION FORUM**

Date: 8 January 2024 Time: 18:00

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

|  |  |  |
| --- | --- | --- |
|  | **ITEM** | **ACTION** |
| **1**. | **Welcome, Introductions and Apologies**  DL welcomed everyone and SCO. Apologies as above. |  |
| **2.** | **Minutes of Last Meeting and Matters Arising**  The minutes were accepted as a true copy. |  |
| **3.** | **Service update from the Housing Assets Team.**  JR apologised that the report hadn’t been produced in time to send out with the papers.  **Housing Improvement Programme (HIP)**  Two programmes to deliver the HIP programme are now in place for the 23/24 financial year.  The contracts are split into 2 with the Inhouse Repairs Team having 537 components to replace this financial year with a value of £2.8m currently and the second contract has been outsourced to a contractor UK gas who have 382 components to replace at a value of £1.7m. UK Gas have now requested a further extension until the end of March 2024 to enable them to complete the work reissued to them following a review of the carried over works from 2022/23. Total number of components on current programme:   |  |  | | --- | --- | | **STATUS** | **TOTAL COMPONENTS** | | Waiting Validation | **0** | | Waiting Survey | **289** | | Survey Ordered with RIX | **0** | | Survey Completed | **137** | | Waiting to Start | **42** | | Works In Progress | **11** | | Works Completed | **346** | | Deferred No Access | **1** | | Deferred - ON HOLD | **1** | | Deferred Asset Management | **9** | | Deferred Refusal | **40** | | SOLD | **1** | | RTB | **5** | | Previously Completed | **37** | |  |  | | **Total Components** | **919** | | **Active Components** | **825** | | **Removed Components** | **94** |   The support contractor UK Gas is currently contracted until the end of September 2023 to deliver the remaining £1.7 of the £2.7m worth of work issued but is now becoming apparently that they will not be able to adhere to this end date. Both contracts are under constant review due to delivery issues when managed under Housing Commercial Services. Current combined expenditure and commitments are as follows:      The forecasted outturn for the financial year based on the current programme being completed is as follows:    Underspend on the budget was reviewed at the end of Q2 and IRT had to give up more work that they stated they could deliver. UK Gas do not have the capacity to undertake additional work that IRT cannot deliver. It is envisaged that there is going to be at least a £2m underspend as IRT cannot deliver the programmed work provided to them. The knock-on effects are ongoing non-decency figures increasing and complaints generated from work that has been promised to be delivered for the past couple of years.  **Stock Condition Surveys**  The budget has been agreed for 23/24 to procure a consultant to carry out stock condition surveys to all HRA assets. Savills are currently the preferred contractor with survey scope, specification and time scales to be agreed.  **EPCs**  A programme of work has been put together to bring all properties that have an expired EPC up to date. These are aimed to be delivered this financial year. Approximately 1300 of these surveys are either expiring and or not available. A budget has been approved for this financial year and a procurement process is underway to obtain a local contractor.   |  |  |  | | --- | --- | --- | | **SAP** | **QUANTITY** | **%** | | A | 5 | 0.12% | | B | 154 | 3.72% | | C | 1483 | 35.78% | | D | 2185 | 52.71% | | E | 219 | 5.28% | | F | 19 | 0.46% | | G | 0 | 0.00% | | H | 0 | 0.00% | | #N/A | 79 | 1.91% |   **Parking Improvements**  Improvements across various NWLDC sites are at various stages from feasibility, design, planning and on site. Current and completed works on site:   * Melrose Road, Thringstone – Site B Planning Approved. Start January 2024 * Melrose Road, Thringstone – Site A Planning Approved. Start December 2023 * Melrose Road, Thringstone – Site C Completed * Melrose Road, Thringstone – Site D Planning Approved. Start February 2024 * Haslyn Walk, Coalville – Submitted to Planning. Issues with turning radius and it’s requirement to resolve vehicle restrictions * Riverway Estate, Measham – Parking Improvements – Started November 2023 * Fairfield Court – Parking Improvements – Complete December 2023   Current works at the design/feasibility stage:   * The Biggin, Castle Donnington – Provisionally scheduled for 2024   Works to the Melrose Road, Thringstone off road parking improvements have been received well by the surrounding tenants and are progressing without any issues. Site C has been completed and garages are being allocated by Housing Management. The works have vastly improved the area and residents have praised the work.  **Demolitions**  Various garage sites and buildings have been surveyed and prioritised for demolition based on their current condition and the current stance on removing these aged and poor structures. Garage sites that have been identified and approved for demolition this financial year through Building Control:   * Pithiviers Close – Complete * Butt Lane – Complete * Hallam Fields – Waiting to Start * Jubilee Terrace – Waiting to Start * Ivy Close – On Hold, Housing Management issue with tenancies   **Housing Decarbonisation Projects and Bids**  We have completed a review of the housing stock to confirm which properties fall below an EPC rating of C, a programme is currently being developed to install green measures to properties this financial year to ensure that they all achieve a minimum rating of C.  Aaron Services have been issued 150+ properties to make an initial start on the delivery of the Housing Decarbonisation works for this financial year valued at approximately £1.6m. Further modelling has also been completed for the budget allocation and work is now in progress.  SHDF Wave 2.2 was reviewed and we do not have the time or resources to submit a well thought out bid to guarantee any funding. We are going to work on compiling our data over the coming year to submit a bid for the next wave of funding with a greater chance of securing funds.  **Passive Fire Protection**  Fire Door replacement to all sheltered schemes and blocks where there is a requirement or need. Minor compartmentation works to be also completed along with significant findings that were not possible to deliver in previous year.  CLC have been procured to deliver the remaining FRA works and surveys underway to enable the work to be completed in our schemes and return to a stay put policy. Several sites have received orders and are due to start imminently due to the urgency of the works to be completed.  There is a need to replace the front flat entrance doors and communal doors to FD30 and FD60 as required. This also extends to general needs flats where incorrect doors have been fitted. FR flush timber and composite doors to be used.  Minor compartmentation works will also be undertaken to the smaller block schemes whilst the fire door sets are being upgraded.  The sheltered schemes also require the removal of coal located in the defunct boiler houses that was never removed when they were taken out of use and closed off. A contractor has now been sourced and an order raised to remove this hazard.  **Tunstall Works – Warden Call System**  Tunstall have now mobilised on site and have completed 2 sites with the exception of some minor snagging. The following sites are to be completed within the current financial year as follows:   * Park View – Complete * Central Court – Complete * St Marys Court – Complete * Wakefield Court – Complete * Fairfield Court – In Progress * Hood Court – In Progress   As part of the scheme refurbishments, we are including the option of digital notice boards to enable us to notify residents of any scheme specific issues remotely and consistently. This will remove the need for paper notices and visits by members of staff to post paper notices that will have limited details. A fob system with remote programming will also be provided to allow stricter control of who has access to the premises and increases the security for the tenants.  **Major Roof Replacements**  Roof replacement at Park View and Church Lane, Whitwick, LE67 4DJ. Existing roofs over 3 blocks in poor condition, drone surveys to be undertaken for full assessment. Boiler house chimney to be demolished and full replacement of fascia's, soffits and guttering to be included.  Works now proposed to be completed in 2024 as the procurement process has been delayed. CLC are the preferred contractor to deliver the works, but as they are currently undertaking other high value projects it is preferred that an in-depth review is undertaken for financial purposes and agreed by the members to proceed using them.  **Aids & Adaptations**  Works are ongoing, being processed, and progressed when referrals are sent in. Major Adaptations annual budget £400k, Minor Adaptations and servicing £70k. Current work completed to date:  **Major Adaptations**   |  |  |  | | --- | --- | --- | | **No Adaptions Completed YTD** | **No Invoiced in Month** | **Invoice Value** | | 52 | N/A | £274,507.16 | | **Work In Progress\*** |  | **Invoice Value (RoC)** | | 9 | N/A | £35,046.20 |   **Cyclical Redecoration Works**  A programme has been developed for a 5 year cyclical redecoration programme. CLC have been awarded the works and are in in receipt of the Cycle 2 programme. On return of the surveys they will be reviewed and then confirmed to proceed. Works are currently on site and progressing as per the programme issued.  **Fixed Wire Testing Programme**  Dodd Group have surveyed 87% of NWLDC domestic stock on a 5 year programme of Fixed Wire Testing. A return of 9% unsatisfactory are coming back to NWLDC. Remedial actions consist of Dodds rectifying on site at the time of test, referring any major repairs to NWLDC in house team to repair or added to the HIP programme dependant on age of installation if extensive upgrades are required.   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **EICR - DODDS** |  | **NO. PROPERTIES** | **SURVEYED SATS** | **SURVEYED UNSAT** | |  | **OVERALL TOTAL:** | **4220** | **3286** | **366** | |  | **%** | **87%** | **78%** | **9%** | |  |  | % OF TOTAL STOCK SURVEYED | % OF STOCK SURVEYED SAT | % OF STOCK UNSAT |   The current contractor Dodds need to be reprocured to continue with the testing programme as they have come to the end of their contract. Dodds have been hardly any trouble and have progressed well through the stock with minimal intervention from NWLDC and would be an asset to keep onboard in the current climate and struggles to maintain consistent performing contractors.  **Asbestos**  Work is ongoing reviewing the Asbestos data held on file to compile an up to date register. Works currently issued are looking at surveying properties that have 1) no data against them, misfiled or no access, 2) surveys for the HIP programme, 3) re-inspections of aged surveys and 4) surveys of properties where high risk removals have taken place:   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **DOMESTIC** |  |  |  |  |  | | **TOTAL DOMESTIC PROPERTIES Asbestos Applicable** | **MANAGEMENT SURVEYS AVAILABLE** | **R&D SURVEYS AVAILABLE** | **HIGH RISK WORKS** | **MEDIUM RISK WORKS** | **LOW RISK WORKS** | | **3985** | **3783** | **0** | **3** | **101** | **7423** | | **100%** | **95%** | **0%** | **0.04%** | **1.34%** | **98.59%** |   Block properties are currently being surveyed and re-inspected to comply with CAR20212.  Current certification is being reviewed on the quality of is content and availability so as to reduce duplication of orders and assist in prioritising renewing reports held with poor quality data or require updating due to removals that have taken place.  **Gas, SF & ASHP Servicing**  Heating servicing is undertaken by Sure Maintenance and the current contract is coming up to expiry and due for renewal. Issues are still present with access, and work is being undertaken with Housing Management to enforce access as the number is triple what we’d normally expect:  Gas Servicing   |  |  | | --- | --- | | **COMPLIANCE - GAS** | **3304** | | **OK** | **3279** | | **NOT COMPLIANT** | **25** | |  | **99.24%** |   Previous Month 99.03% - improvement of +0.21%  SF Servicing   |  |  | | --- | --- | | **COMPLIANCE - SF** | **128** | | **OK** | **109** | | **NOT COMPLIANT** | **19** | |  | **85.16%** |   Previous Month 87.50% - decrease of -2.34%  ASHP Servicing   |  |  | | --- | --- | | **COMPLIANCE - ASHP** | **402** | | **OK** | **371** | | **NOT COMPLIANT** | **31** | |  | **92.29%** |   Previous Month 91.29% - improvement of +1.00%  **Water Hygiene - Legionella**  Second Element undertake weekly flush tests and sampling quarterly along with monitoring to ensure our sites are compliant. The portal provided by Second Element is updated with all temperature checks and monitoring to enable us to review compliance. Any corrective actions are flagged and issued within the team to rectify any issues. No change.  **New Build and Development**  Meetings are planned with an external consultant to begin the process of drawing up tender documentation which will allow us to procure a contractor for the works at Measham (former Queensway house, Queens Street). Demolition is still outstanding due to delays with utilities. Confirmation has now been received to enable works to proceed.  Hoarding works to Moira (former Woulds Court, Norris Hill) is still underway with meetings for Parks and others to ensure the site is left clear and clean with potential for wildflower planting considered.  Pre-application advise is being sought on The Oaks (Talbot Street, Whitwick) on the two designs which have been proposed by our external consultants.  **Disposals**  One site has been identified as disposal at this time with need for agreement at cabinet level so that this can go to auction. Investigation works as to the risk of flooding at others is still underway. |  |
| **4.** | **Tenant Satisfaction Measures**  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.   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **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   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **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   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **NWLDC June/July 2023** | **SECTOR** | | | **PEER GROUP <10k** | | | |  |  |  |  |  |  | | **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.   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **NWLDC June/July 2023** | **SECTOR** | | | **PEER GROUP <10k** | | | |  |  |  |  |  |  | | **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.   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **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   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **NWLDC June/July 2023** | **SECTOR** | | | **PEER GROUP <10k** | | | |  |  |  |  |  |  | | **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   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **NWLDC June/July 2023** | **SECTOR** | | | **PEER GROUP <10k** | | | |  |  |  |  |  |  | | **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.   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **NWLDC June/July 2023** | **SECTOR** | | | **PEER GROUP <10k** | | | |  |  |  |  |  |  | | **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   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **NWLDC June/July 2023** | **SECTOR** | | | **PEER GROUP <10k** | | | |  |  |  |  |  |  | | **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   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **NWLDC June/July 2023** | **SECTOR** | | | **PEER GROUP <10k** | | | |  |  |  |  |  |  | | **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   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **NWLDC June/July 2023** | **SECTOR** | | | **PEER GROUP <10k** | | | |  |  |  |  |  |  | | **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   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **NWLDC June/July 2023** | **SECTOR** | | | **PEER GROUP <10k** | | | |  |  |  |  |  |  | | **Quartile1** | **Median** | **Quartile3** | **Quartile1** | **Median** | **Quartile3** | | **44%** | **51%** | **57.60%** | **64%** | **50.20%** | **53.40%** | **57.00%** |   DL commented that there is a lot of bad feeling against the service at the moment.  JR stated that she was disappointed with the run of figures and has plans in place to address them and felt that some of the questions were misleading, such as TP11 which asked for the “Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to their neighbourhood”, the tenant perception of NWLDC could be mistaken to refer to things like bin collections, which the council do as a whole, whereas tenants of a housing association would know that the supplier wouldn’t be responsible for the bin collections. |  |
| **5.** | **Policy Review Forward Plan**  AH advised that the first policy for review would be the Repairs Policy which would be reviewed hand-in-hand with the Repairs Handbook and SCO would be leading on the tenant engagement for that, so if anyone is interested in being involved, let us know, we’ll then be looking at the Lettable Standard. In addition to this, we will also be looking at developing a Tenants Charter and a Repairs Charter, something that we haven’t had before. AH continued, a review of the Anti-Social Behaviour Policy has already started, this is a joint policy between Housing and Community Safety. AH concluded, it’s our priority to make sure that our tenants have the knowledge, training and confidence to be involved on the reviews and that you challenge us, and a full list of the policy reviews would be shared shortly. |  |
|  | **Group Discussion: How to stimulate more tenant involvement?**  AH asked for the groups thoughts on how NWLDC might stimulate more tenant involvement.  DL commented that he thought it was the same issue that the tenant associations faced, there was a general lack of enthusiasm.  WF added, the TA always have the same people attend events.  LN commented that her late husband had gone door knocking in Greenhill to try to generate interest in the TA, but it was a struggle to get people interested.  JL commented that the TA had paid for a Christmas lunch at £26 a head, but only charged £5 for tenants, but they only got sixteen people interested.  AH replied that the tenant associations were great at tackling social isolation, especially in the sheltered schemes, but how do we capture the quiet voices.  SR stated that their TA had held coffee mornings at the Charles Booth Centre in Thringstone, but the only people that turned up wanted to complain. SR added, the RI team even sent letters to the whole of Thringstone, but we still couldn’t get any other interest.  EH commented that she had run a group in Ravenstone years ago when the Wimpey house were being built, but as the work got done, people left.  AH suggested that the council look at what other organisations were doing and also engage with Tpas.  AH stated that there was a low percentage of tenants who feel listened to, perhaps we need to incorporate that into a review of the RI strategy.  WF commented that apathy was the problem.  AH suggested that perhaps we could do more engagement electronically.  DL replied that Skype meetings can end up with just complaints rather that anything constructive, there is a lot to moan about and the council have a bad reputation with a lot of people, especially with the mess created with the bin collections.  IH asked what was happening with the recycling pilot.  SR commented, that as the council have had cuts to their money from central Government, residents do need to take responsibility for their own situation and if their stuff blows about, then clear it up.  AW mentioned that there were three or four options being looked at for recycling at the moment. |  |
| **8.** | **Forward Plan**  AH ran through the forward plan for the next couple of meetings, commenting that she wasn’t sure who would be taking the Repairs Service update for Richard James, adding that as always we would welcome any suggestions for agenda items. |  |
| **9.** | **Any other business**  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.  JL asked if the tenants should pay.  AH replied, not if it was an infestation in the whole block.  LN mentioned that the tenant association were meeting with Zara Barnes, Community Focus Officer, about the Youth Club that meet in the Greenhill Shop, about the damage they were causing and if someone would attend in place of LS.  AH replied, that she would be attending.  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.  DM asked if the forum would like him to come back in July to share the final results of the Tenant Satisfaction Measures.  The forum responded that they would, PW to update forward plan. | **AH**  **AH**  **PW** |
|  | **MEETING CLOSED**  Date of the next meeting: 5 February 2024 at 18:00  Venue: Forest Meeting Room (Council Chamber), Stenson House, London Road, Coalville, LE67 3FN or virtually via Microsoft Teams. |  |