

**HAVEBURY HOUSING PARTNERSHIP
 TENANTS FORUM
 Held on Monday 29th April 2019**

Constitution: Sandra Norris (Chair) Kevin Jefferson (Vice Chair)
 Lucy Adams Patricia Donovan
 Keith Harris Kevin Jefferson
 Nikki Jefferson Mary Lawrence
 Jane Long Lee Northcut
 Patricia Partington Sandra Payne
 Jackie Rudd

Invited: Anita Jones Director of Operations
 Donna Keyte Interim Senior Manager (Neighbourhoods, Voids &
 Customer Services)
 Alan Earle Neighbourhood Communities Co-ordinator
 Andy Griffiths IdVerde
 Kevin Lawrence IdVerde
 Rebecca Feveyear PA to Directors (Minutes)

1 Apologies and Declarations of Interests

- 1.1 Apologies were received from Nikki Jefferson, Lucy Adams and Karen Farrar.
- 1.2 There were no declarations of interest.

2 Minutes from Previous Meeting - 29th April 2019

- 2.1 The Minutes were approved and signed by the Chair

3 IdVerde Report

- 3.1 AG from IdVerde reported a good period of the Contract but acknowledged that there have been some challenges too. However, this is being addressed with close management.
- 3.2 AG added that a new Cleaning Operative, who is familiar with the local area, has just been appointed to the Contract which should help to improve the cleaning element of the Contract.
- 3.3 AG advised that works needs to take place to ensure that a clear and accurate dashboard is available for all to read and understand.
- 3.4 PP enquired about Japanese Knotweed management. KL confirmed that there have been no new occurrences, but existing Japanese Knotweed still requires treatment, which will take place on a quarterly basis.
- 3.5 JR commented that grass cutting since the commencement of IdVerde's Contract is a much improved service with reduced litter and clumps of grass, following cutting, cleaned up.
- 3.6 LN commented that the final page of the Idverde handout was illegible, due to the small font size. *AG to work on a page which clearly presents headline KPI's.*

AG

- 3.7 AA highlighted some of the issues experienced in the Contract thus far, particularly in relation to deadlines for grass cutting and ensuring small areas are not missed.
- 3.8 Idverde to attend Tenants' Forum Meeting 03/06/19.
- 3.9 AG and KL left the meeting at 17:23.
- 4 Operations Committee Papers - 30/04/19**
- 4.1 AJ presented the Non-Confidential Operations Committee Papers to Tenants' Forum. In relation to the Health & Safety Dashboard, AJ advised that the additional measures have been included. AJ highlighted the decrease in performance on the quality of paperwork. However, Aarons Services are ensuring that the necessary training is being provided.
- 4.2 In relation to the overdue asbestos actions, SN enquired whether the Asbestos actions outstanding are a concern. AJ advised that a number of those actions overdue are attributed to completion paperwork having not been returned by the contractor as yet, as opposed to works having not been completed. Appropriate performance indicators will be established with the Contractor to address this issue.
- 4.3 In relation to Electrical Testing, AJ advised that the remaining 6 properties overdue are predominantly hoarding properties.
- 4.4 LN advised that the Contractor left a remedial works sticker following an appointment. However, this is yet to be followed up. *AJ to investigate further.* AJ
- 4.5 AJ advised that going forward, a more developed Contractor Performance Dashboard will be presented, with both Aaron Services and additional Contractors. SN enquired whether it would be beneficial for Contractors to be based at Havebury House, in terms of performance management. AJ advised that joint portals between HHP and Contractor are being developed. However, small to medium size local contractors are less equip initially to be able to develop such a product with HHP.
- 4.6 Following the Grenfell Tower Fire, AJ highlighted the importance of looking for trends in Complaints data. In relation to the overview of complaints, Tenants' Forum requested that the working be reconsidered from 'dismissed' to 'not upheld'. *AJ to bring to the attention of Performance Manager, James Greener. Given Tenants' Forum appetite to ensure that customers are treated fairly throughout the Complaints process, AJ suggested to LN, as Chair of Performance & Scrutiny Panel, that this may be an area in which the Panel wish to scrutinise.* AJ
LN
- In relation to the Annual Delivery Plan 2018/19 Outturn, Tenants' Forum confirmed that they were happy with the outcomes for the customer facing elements of the Plan.
- 4.8 In relation to the Consumer and Rent Standards, AJ confirmed that there have been a couple of areas in which controls have required strengthening. *AJ suggested that for the next annual exercise, a session for Tenants' Forum to provide input would be valuable.* LN highlighted that 22.1c within the Tenant Empowerment Standard, has a sentence end missing. KF

4.9 In relation to 2.2.1 of the Tenant Empowerment Standard, SN advised that a Tenants' Forum Training Plan is not in place and training following requests comes through very slowly. *AJ assured Tenants' Forum that a 6 month Training Plan would be in place by the meeting 03/06/19.*

4.10 AJ highlighted the 'Together with Tenants' initiative as a very positive step from the National Housing Federation; being proactive, rather than waiting for legislation. AJ confirmed that HHP have signed up as an early adopter for the initiative and work with Tenants' Forum and involved Tenants to see whether the document meets requirements; a separate session will be organised to work through this to create a set of measures based on how it feels to be a HHP Tenant. AJ added that this initiative will be recognised by the Board as it will impact the Code of Governance.

4.11

4.12 SN commented that for Tenants' of larger Housing Associations, they do not have the same visibility of staff. Therefore, it is important to participate in the initiative not only for HHP Tenants, but for all Tenants. SN highlighted the importance of transparency, value for money, mutual respect and valuable information sharing.

AJ left the meeting at 18:30.

5 Tenants' Forum Updates

5.1 Tenants' Forum Recruitment

5.1.1 Tenants' Forum discussed the proposed advertisements for the 3 Forum vacancies.

5.1.2 Forum Members provided HL with the following feedback:

5.1.3 Advert:

5.1.4

- The * information on the advert must be moved directly under the quote for context.

5.1.5

- General consensus that the overall design was good.

5.1.6 Application:

5.1.7

- Availability for meetings: 'Forum Meetings are between 5-7pm on Monday's but sometimes, training sessions take place in mornings and afternoons.

5.1.8

- Transport: Application should state that HHP can arrange a taxi if required.

5.1.9

- *HL to investigate whether HHP offer to pay for childcare to a registered provider for the duration of the meeting and if so, this information should be included on the application.*

5.1.10

- Voucher incentive provided yearly in arrears, to be included.

5.1.11

- Information about obtaining documents in an alternative language to be considered in order to best meet the needs of HHP's Tenant demographic.

5.1.12

- Remove 'gender' category but keep 'title'.

5.1.13 • Age brackets rather than date of birth.

5.1.14 *Once updated accordingly, recruitments documents to be sent to SN.*

HL

5.2 Tablets for Forum Paper

5.2.1 Once implemented, training for tablet users will be provided.

5.2.2 Tenants' Forum highlighted that papers for the meeting were delayed in reaching members. Therefore, the deadline for taxi requests had already passed prior to papers being received.

5.3 Tenant Priority Budget

5.3.1 Interview for the Hoarding role to commence imminently. The remaining £50,000 will be attributed to water butts for Tenants.

6 Any Other Business

6.1 KJ advised that he has received a letter advising that a Stock Condition Survey was required at his property. KJ advised that following discussion on the HHP Tenant Facebook Page, a number of Tenants were unfamiliar with this term and what the survey entails. KJ added that the details in the letter were very minimal and did not explain the process. *DK to investigate further with Robert Butcher, Asset Investment Manager, to review and improve the communication accordingly.*

DK

6.2 **The meeting closed at 19:03.**

Next meeting:

Monday 3rd June 2019, 17:00
Board Room, Havebury House

Signature _____

Position _____

Date _____