

**HAVEBURY HOUSING PARTNERSHIP
 TENANTS FORUM
 Held on 3rd June 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: Andrew Smith Chief Executive
 Donna Keyte Interim Senior Manager (Neighbourhoods, Voids &
 Customer Services)
 John Feveyear Tenancy and Estates Services Co-ordinator
 Kate Duvall Project Manager (Development)
 Paul Bonnet Development Manager
 Graham Cloke Seagers
 Craig Lockwood Aarons Services
 Andy Griffiths Ground Control
 Kevin Lawrence Ground Control
 Rebecca Feveyear PA to Directors (Minutes)

1 Apologies and Declarations of Interests

1.1 Apologies were received from Jane Long and Karen Farrar.

1.2 There were no declarations of interest.

2 Minutes from previous meeting - February 2019

2.1 The Minutes were approved and signed by the Chair.

3 Seager Heating Report

3.1 GC presented the report on kitchen, bathrooms, disabled adaptation bathrooms and retro shower installs.

3.2 LA enquired whether there is a fixed budget for disabled adaptations to properties. GC confirmed that there is no fixed budget but highlighted that HHP's in house team fit the majority of smaller adaptations such as grab rails, whilst Seagers manage the larger scale adaptations.

3.3 SN commented on the number of kitchens failing stock condition surveys, estimated at 50 for 2019/20, which SN felt was a high number. GC confirmed that this total includes a number of void properties, in which the former tenant declined the offer of a new kitchen when living at the property.

3.4 SN and LA enquired whether a greater level of detail could be provided in the report, detailing the works completed to bring the property up to standard. GC advised that whilst this could be possible to an extent, it is often the case that works to bring a property up to standard is the work of multiple Contractors, focusing on different requirements. Therefore, providing this information would not create a clear picture of overall works completed.

4 Aaron Services

4.1 CL presented the Aaron Services Report February 2019 - April 2019. CL advised that during the three-month period, no complaints have been logged. SN advised that this was unexpected for such a large company.

4.2 In addition, CL advised that the quality of work assessed by Corgi External Auditors for the period, scored a performance level of 94%, 1% above the National Benchmark average. KH commented that the number of site inspections, 32, seemed low in relation to the number of works undertaken for the period.

4.3 *CL and GC left meeting at 17:11.*

5 idverde

5.1 KL and AJ presented the idverde update report. KL advised that there is 1 additional vehicle to be added to the 'Contract Equipment' section of the report.

5.2 SN enquired whether idverde are experiencing difficulties in recruiting to the contract teams. KL advised that the roles offer a good salary and there are candidates available for recruitment. However, the standard of candidate is not currently meeting idverde's expectation in terms of quality.

5.3 AG advised that the past 4-6 weeks have been difficult, especially given that it is the busiest part of the season. However, the output of the teams is greatly improved.

5.4 SN advised that some of the grass areas are not being edged alongside hard standings. JF advised that this is not specifically in the contract as a routine requirement, other than when the edging reaches 70mm or higher. AS advised that this is a legacy issue also and is being considered in terms of budget.

5.5 JR reported that on 30th April 2019, an idverde van was driven the along Railway Walk and then reversed up to Reeds Lane, vehicle blocked the path. Not safe. KL provided assurance that this matter would be investigated and dealt with appropriately.

5.6 Forum discussed fly tipping and the ability to recharge for items cleared. JF confirmed that where possible, individuals responsible for fly tipping are recharged.

5.7 Forum expressed that the Contract Performance Portal information was not clear enough. AG advised that a KPI dashboard will be used going forward. *KF to print idverde performance documents in A3 for clearer reading.*

5.8 JF advised that the commitments made by idverde should be met by July 2019. Whilst grass cutting works are being progressed and caught up, some other areas of service within the contract are being slightly negatively impacted. However, the quality of work being carried out is good and there has been positive feedback from the Voids and Allocations Team about clearance works carried out on void properties.

KF

5.9	JF advised that there is an upcoming event in Haverhill based on ‘loving where you live’, aiming to combat fly tipping and carrying out litter picking. HHP will be participating in the event. AG confirmed that idverde would like to participate too. JF to provide Tenant’s Forum with details of the event, which can subsequently be added to the Tenants’ Facebook page.	
5.10	<i>AG, KL and JF left the meeting at 17:33.</i>	
6	Chair Update	
6.1	SN confirmed that a Tenants’ Forum Six Month Training Schedule had been compiled.	
6.2	Tenants’ Forum discussed their current vacancies and those of other Panels.	
6.3	Forum enquired about the following Groups which they stated have been dormant for some time, yet with no formal announcement as to their disbandment; <i>HL to investigate:</i>	HL
	<ul style="list-style-type: none"> • Editorial Panel • Neighbourhood Vision Group • Neighbourhood Matrix Group 	
6.4	Some Forum Members advised that they had previously applied for vacant positions on other involvement Panels and received no response. <i>AS advised that he would investigate this matter further.</i>	AS
6.5	KJ advised that all vacancy advertisements could be placed on the Tenants’ Forum Facebook, so long as he is provided with the necessary information.	
6.6	Tenants’ Forum agreed to have a group photograph taken for the new HHP website, once new members have joined. Individual photographs will be taken also.	
6.7	KJ advised that the Tenants’ Forum Minutes had not all be loaded onto HHP’s website from recent meeting. <i>HL to investigate.</i>	HL
6.8	<i>HL to a to attend next Forum meeting to demonstrate new website prototype.</i>	HL
6.9	SN advised that Forum appraisals will take place in March 2020.	
6.10	SN advised that, as per the previous meeting, Forum would like to see more detail on complaints reporting. <i>DK to investigate and follow up.</i>	DK

7	Development	
7.1	<i>KD joined the meeting at 17:40. Paul Bonnet sent apologies for the meeting.</i>	
7.2	KD presented information to Forum on the status of HHP's current Development projects.	
7.3	SN enquired about the level of interest in Shared Ownership properties. KD confirmed that there is much interest in these properties.	
7.4	LA enquired about the allocation of affordable vs social rent properties. KD advised that Local Authority Choice Based Lettings Systems is used for the allocation of properties, based on housing need.	
7.5	<i>SN requested that KD return to the Forum for another Development update in 6 months' time. KF to add to meeting planner.</i>	KF
7.6	<i>KD left the meeting at 18:16</i>	
8	Any Other Business	
8.1	In relation to the promotion and support of tenant involvement, Forum enquired about the possibility of a tenant involvement option on the IVR system, even if only the provision of a voicemail to leave messages that can be dealt with by a relevant member of staff. <i>DK to explore.</i>	DK
8.2	HL confirmed that the next issue of Havebury News is due for circulation to Tenants and the end of July 2019. This will include a double page feature on Involvement Group. AS suggested that Tenants' Forum Members may wish to contribute a case study as part of this feature. <i>HL to lead on this notion.</i>	HL
8.3	AS explained to Tenants' Forum that there have been some recent gaps in staffing that may have impacted on the follow through of some actions for Tenants' Forum. AS explained that HHP have re-launched some in house staff groups, so this approach could be applied to community outreach projects too.	
8.4	AS advised Tenants' Forum that HHP's In Depth Assessment is currently underway with the Regulator of Social.	
8.5	KJ requested to observe the next Operations Committee Meeting. <i>RF to organise.</i>	RF
	Meeting closed at 18:45	
	Next meeting: Monday 15th July 2019	

Signature _____

Position _____

Date _____