

**HAVEBURY HOUSING PARTNERSHIP
TENANTS FORUM
Held on Monday, 17 September 2018**

Constitution:	Sandra Norris (Chair)	Kevin Jefferson (Vice Chair)
	Lucy Adams Tricia Donovan Keith Harris Nikki Jefferson	Jane Long Ann Mills Bryan Mills Lee Northcut Pat Partington Mary Lawrence
Invited:	Matthew Dick Kevin Lawrence Alan Earle Jez Robbins John Feveyear Ellie Darling Karen Farrar	Assistant Director of Operations Ground Control Acting Neighbourhoods & Communities Co-Coordinator Supported Housing and Income Manager Acting Neighbourhood Services Manager Customer Service and Involvement Manager PA to Directors (Minutes)

1. **Apologies and Declarations of Interests**
 - 1.1 Apologies were received from Jane Long, Bryan Mills, Ann Mills.

There were no declarations of interest.
- 2.0 **Minutes from previous meeting - July 2018**
 - 2.1 The minutes were approved and signed by the Chair
- 3.0 **Ground Control Report**
 - 3.1 KL updated the Forum on the report for August 2018. This will be revised in the coming months giving more clarity on how the GC team work.
 - 3.2 JR raised the question that the figures do not add up on the report. KL explained that this is due to the report being a live report and cannot be amended.
 - 3.3 SN asked how quickly after a new build is completed is it handed to Ground Control and how do Forum ensure that tenants' properties are being looked after, after they are handed over?
 - 3.4 AE stated that there is a lag between Ground Control taking over, but the Rangers will be visiting in the interim.
 - 3.5 SN commented that some local tenants could assist. AE commented that this will be reviewed once the Neighbourhood Review has been completed. JF is aware that the old contracts did not fit new sites, but this would be addressed with the new contract.

- 3.6 SN would like to compliment Ricky on the work he has carried out within her local area.
- 3.7 KL stated that compliments will also be included onto the report
- 4.0 **Neighbourhood Team**
- 4.1 AE reported that 7 Rectification Notices had been raised. A meeting was held with Duane to flag up issues and if Neighbourhoods could assist with any issues. Duane was very receptive to this suggestion. Feedback has been very good from Ground Control; there is a lot to be done but already showing signs of improvement.
- 4.2 SN asked if there is too much work and could numbers be increased? AE stated that there is an issue with back up within the teams, but GC should be flagging up issues at an earlier point in time.
- 4.3 Rangers Report: the amount of fly tips in August was down. SN asked if there was a reason for this? AE replied there is no reason why as to why. It could be due to the work being currently carried out.
- 4.4 KJ stated that he was disappointed as he requested fly tip information from the last two months but this has not been received. AE confirmed that this will be sent.
5. **Policy Review**
- 5.1 **Translation and Interpretation**
ED outlined the changes made to the Translation and Interpretation policy. Havebury currently use Language Line for translation purposes; they are now offering a Video Conferencing service whereby tenants can ring up. KJ asked if there was an additional cost for this. ED confirmed that it will be charged on a need to use basis.
- 5.2 JR asked if Havebury use Hearing Loops. ED confirmed that yes we do - both within reception and in the interview rooms.
- There were no suggested changes from the Forum.
- 5.3 **Mobility**
JR updated the Forum on the amendments to the Mobility Policy to include Motorised Wheelchairs. SN asked if there are any figures available for those who have mobility vehicles. JR confirmed that at the moment there are no figures available. SN asked if tenants have to park their vehicles outside, do Havebury help with the charging of the unit? JR confirmed that they look at the suitability of each tenant.

5.4 NJ asked if there should be better information regarding the amount of tenants with mobility vehicles? JR commented that due to GPDR we are limited with the amount of information we can request from tenants, and he is unsure what it would be used for.

5.5 LA asked if this is something we could look at with the Tenant Priorities budget - could we look at mains connections for those tenants who park their mobility scooters outside? KJ stated that new builds already have mains connections outside. JR is happy to take this idea back. As the budget for this year has been spent on Fencing, SN requested that this is something the Forum looks at for next year's budget. The Chair would like the Forum to think 'outside the box' for ways in which to help tenants.

There were no suggested changes from the Forum.

5.6 Starter Tenancies - John Feveyear

JF stated that the main change with this policy is that support through TRUST has been removed due to not enough use from tenants, although there is still support available through Havebury. The Appeals procedure and Complaints procedure were seen to be very vague and these have been revised to make it clearer for Tenants.

5.7 There were no suggested changes from the Forum.

Aids and Adaptions - Jez Robbins

This essentially was a means to controlling spend however, it does mean that we have not spent the budget. JR confirmed that Havebury are positively looking for work and have money support to move people into more suitable accommodation. This means that Havebury have a better use of stock available.

There were no suggested changes from the Forum.

6 Operations Board Minutes

These were approved and signed off by Chair

6.1 KPIs

MD updated the Forum on KPIs. Voids are currently above target - this is due to new properties coming on line. The Voids team are having difficulties letting properties in Stowmarket.

6.2 Repairs and maintenance are on target with Gas Servicing.

6.3 KH stated that there is an inference that Gas Certificates have run out and that Havebury should be quicker to gain access.

6.4 MD confirmed that there are some tenants where Havebury have been unable to gain access and are currently going through the legal procedure; however there has been a significant delay with the courts as well as changes in legislation.

6.5 MD to send details of Gas MOTs to Forum

MD

- 6.6 NJ asked if people are not allowing access, is this due to them being vulnerable? MD confirmed this is not the case, as we are aware of those tenants who are vulnerable.
- 6.7 SN asked why those tenants who do not allow access cannot be evicted as this could be a very high Health and Safety risk, not just to themselves but also to other people around them? MD advised that they are charged and that we are unable to evict them; it is very rare occurrence to take them to court.
- 6.8 JR asked if it is in the Tenancy Agreement? If so, are they not breaking the agreement?
- 6.9 NJ asked if tenants are aware of the importance of this? MD confirmed that they are and that Havebury are very strict on this.
- 6.10 SN stated that the Forum could highlight it on Facebook and that everyone should be educated to understand the importance. ED to create some suitable wording to send to KJ for Facebook. ED
- 6.11 TD commented that every property should be checked.
- Rent Arrears**
- 6.12 These have increased due to Universal Credit which has been live since last October. One of the main issues could be that payments are paid direct to tenants, and that they may not be using the payment to pay their rent.
- 6.13 **Papers Going to Operational Board**
- 6.14 **Fire Safety**
MD gave an update on the implementations which have been made to fire safety with regards to communal area fire doors and fire compartmentation. Anything which was highlighted as urgent has been completed, but there are still items ongoing. This will be continuing until March 19. New information has been sent to tenants and following Grenfell, judges are now taking this very seriously.
- 6.15 MD made the Forum aware that there is a new Interim Health & Safety Manager.
- 6.16 **Asset Management Strategy**
This has been reviewed, but not changed significantly.
- 6.17 KJ asked if showers are being added at the void stage. These will only be done if they are due to have a new kitchen or bathroom. Additional showers are being done on request. SN stated that people are not aware that they can ask for a shower.

6.18 MD explained that sometimes a new bath is required due to drainage layout etc.

Repairs - Property MOTs

6.19 MD updated the Forum on property MOTs. Properties being looked at initially are those with higher rates of repairs than usual. This will highlight if it is actually the property or the tenant which produces the high level of repairs. The aim is to apply this across the board, which will reduce travel and time in the property. This has been virtually completed.

Neighbourhoods

6.20 MD gave an update on the Agile Working Pilot

Looking Forward

6.21 The Digital Offer will be launched in November, and will comprise of both an App and a Website, however this is dependent on the new version of Cx. SN asked for clarification of costs of Cx as there are a lot of updates. Do we pay for each update? MD confirmed that Havebury pay an annual licence fee and all updates are included in the original cost. MD also confirmed that Keystone is a different database to Cx; Keystone is for Asset Management and Cx is the Housing database.

7.0 Any Other Business

7.1 DS commented that his taxi had been late. JR confirmed that the taxi was on time for the first pick up and that DS was the third pick up and was therefore on time.

7.2 PP commented that she no longer receives a text message when the taxi is arriving. ED to chase up.

ED

Signature

Mavis

Position

Chair

Date

16/10/2018

