

**HAVEBURY HOUSING PARTNERSHIP  
 TENANTS FORUM  
 Held on Monday 14 January 2019**

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

**Invited:** Matthew Dick Assistant Director of Operations  
 Ellie Darling Customer Service and Involvement Manager  
 Marie McCleary Director Of Resources & Company Secretary  
 Alan Earle Neighbourhood Communities Co-ordinator  
 Louise Whatley Interim Neighbourhood Co-ordinator  
 Mel Warner Supported Housing Co-Ordinator  
 Kevin Lawrence Ground Control  
 Karen Farrar PA to Directors (Minutes)

**1. Apologies and Declarations of Interests**

1.1 Apologies were received from Bryan and Ann Mills, Jane Long

There were no declarations of interest.

**2.0 Minutes from previous meeting - November 2018**

2.1 The minutes were approved and signed by the Chair.

**3.0 Matters Arising**

3.1 4.4 Incorrect statement of boilers having maximum temperature of 60°  
 Degrees. Boilers can potentially be set at a maximum of 100°  
 degrees

5.5 KJ confirmed that all had been posted onto Facebook.

**3.0 Ground Control Report**

3.1 An update was given to the Forum by Kevin Lawrence

3.2 KL highlighted that the high missed figures was due to the Christmas period.  
 These are now back on track.

3.3 KL confirmed that they are well on the way to complete winter works before  
 the contract end. Duane Towns confirmed that a log is kept of any works that  
 may be outstanding.

- 3.4 JR highlighted the Clements Estate where shrubs are being stolen and asked if they will be replaced. AE confirmed that any beds with shrubs which are continually being stolen will be removed and the beds will be grassed or fenced. JR stated that Clements has shrub beds but these are not maintained. SN suggested that herbs could be used within raised beds; AE highlighted that due to the drainage of raised beds it means more watering. AE to check if the new beds are on the map. If raised beds are not working, then these will be grassed. SN stated that the new Contractors included horticulture in their remit; KL confirmed that these teams are directly employed with Idverde. AE
- 3.5 SN and AE took the opportunity to thank Ground Control; and stated that things have definitely improved.
- 4.0 **Neighbourhoods Report**
- 4.1 AE stated that they are currently ensuring that Ground Control winter works are completed as much as possible before the contract ends. (I don't understand this sentence?) Meeting was held with Idverde today to present them with Havebury's expectations as well as discussing KPIs and IT.
- 4.2 Leaves are currently an issue in certain areas; as well as the grass starting to grow due to the mild conditions.
- 4.3 Has been a good month; and Ground Control have been very supportive.
- 4.4 AE confirmed that there have been issues over the Christmas period with Bin Store abuse mainly overflowing bins and fly tipping. The focus needs to be on recycling as many people are not doing this correctly. As part of their contract Idverde will be removing fly tips from Bin Stores.
- 4.5 SN asked if there have been any recharges for the fly tips? AE confirmed that they could not confirm who has been the perpetrator. St Edmundsbury council are very reticent to take people to court; and many tenants are frightened of reprisals if they report fly tips. KJe asked if the costs to Havebury will reduce under the new contract? AE confirmed that there will be a benefit going forward.
5. **Regulator's Expectations**
- 5.1 Marie McCleary was asked by the Chair to attend the meeting to update the Forum on the expectations of the Regulators.
- 5.2 MMc explained the Regulators' remit which covers how we run, ensuring value for money.
- 5.3 Lenders are very favourable to Housing Associations and normally lend at submarket rates
- 5.4 The Regulator protects the tax payers' money and will step in if there is a Health and Safety risk. We are properly managed and the Regulators have very strict guidelines.
- 5.5 JR asked if we have more than 1000 homes as there are two tiers of control. MMc confirmed that yes we do.

- 5.6 SN asked if the Regulator can intervene? Can they tell us how to spend our money or if there was misuse of our money? MMc stated that no, they cannot tell us how to spend our money; and if there is any misuse of funds then we would be downgraded. The Regulators have a duty to ensure that they do not interfere, but to ensure that there are decent home standards for tenants.
- 5.7 The Regulators also ensure that Tenants are given the opportunity to manage themselves. We are monitored quarterly, annually and then an in-depth audit which is due soon - this will include interviews with key Board members.
- 5.8 MMc stated that the Regulators look on us more favourably if we self-report; we notified them when we mistakenly overcharged tenants and we were not downgraded.
- 5.9 SN asked if there is a merger between a large housing association and a smaller housing association and they are both at different levels, does the parent company have to ensure that the smaller housing association complies? MMc confirmed that it is down to the smaller company.
- 5.10 SN asked if there are any Regulators for private landlords? MMc that the rules are different, but if there is multiple tenants eg. Flats then yes they have to comply with guidelines.
- 5.11 SN asked is there any reason why a Housing Association would deregister? MMc explained that if a Housing Association makes a profit then they could deregister.
- 5.12 KJe requested a link for the report to put onto Facebook
- 6 **Hoarding and Self Neglect - Mel Warner**
- 6.1 MW gave an update to the request presented at the last Tenants Forum meeting. MW stated that £40,000 from the Tenant Priorities budget could pay for a member of staff with additional budget for house clearances if the Forum felt that's what they wanted to allocate their budget to. The Forum felt that £50k would give more room to fund clearances.
- 6.2 SN asked is it difficult to get people to give up what they are hoarding? MW confirmed that yes there can be difficulties in getting people to recognise that they are hoarders
- 6.3 TD asked if a current employee could manage clearances eg Rangers? MW confirmed that this could happen; currently Lofty Heights charge £2600 to clear a property if there is an Officer in place then they could liaise with the council/charities.
- 6.4 NJ asked if a property has been cleared, will there still be support going forward? KJe stated that if the role is only for one year, who will continue the support afterwards? Will it be the ILAs?
- 6.5 JR stated that we could fund going forward.
- 6.6 NJ said that this role should be ongoing as it is a Health and Safety risk, not just to tenants but to others around them.
- 6.7 TD stated that some of the hoarding could be down to tenants not having the ability to remove stuff, but charities are happy to collect if required.
- 6.8 MD suggested that the Forum could make a request to Ops Board in support of post, or await proposals on Neighbourhoods review. The objective is to address this issue in some way.

- 6.9 Forum took a vote on taking this forward; 7 were for, 4 against. This will now be taken to Ops Board.
- 6.10 This now leaves £50,000 which is still available. SN suggested that the Forum could look at ways to prevent damp and mould. MD stated that this is more about individual's lifestyle or structural issues which may be causing condensation. JR suggested that Dehumidifiers or extractor fans are something the Forum could buy with the money.
- 6.11 PP reminded the Forum of the possibility of buying external, general purpose plugs for scooters and water taps which was raised at a previous meeting.
- 6.12 NJ asked is there any information available. MD to see what figures are available and bring them to the February meeting for a forum decision. MD
- 7.0 **Anti-Social Behaviour Policy - Louise Whatley**
- 7.1 LW presented the new Anti-Social Behaviour policy to the Forum. A few additions were requested
- 7.2 3.3 Hoax calls (*should also say Nuisance calls*)
- 7.3 6.3 Need to revisit wording to ensure clarity
- 8.0 **Any Other Business**
- PP requested that Tenants Forum members would like Havebury News as hard copy. ED to speak to Communications.
- Meeting closed at 18.55**
- Next meeting 4 February 2019**

Signature



Position

CHAIR.

Date

4/2/2019