

**HAVEBURY HOUSING PARTNERSHIP
TENANTS FORUM
Held on Monday, 23 April 2018**

Constitution:	Sandra Norris (Chair)	Kevin Jefferson (Vice Chair)	
	Lucy Adams	Jane Long	Pat Partington
	Tricia Donovan	Ann Mills	Sandra Payne
	Keith Harris	Bryan Mills	Jackie Rudd
	Sue Haydock	Lee Northcut	Don Seago
	Haley Jefferson		Joan Wright

Invited:	Anita Jones	Director of Operations
	Matthew Dick	Assistant Director of Operations
	Kevin Lawrence	Ground Control
	Graham Cloke	Seagers
	Craig Lockwood	Aarons Services
	Mark Silburn	Aarons Services
	Kevin James	Neighbourhoods Communities Co-Ordinator
	Katy Edwards	PA to Directors (Operations) (Minutes)

Observing:	Tibbs	Company Member (Tenant)
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MINUTES

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| | | Action |
| 1. | Apologies and Declarations of Interest | |
| 1.1 | Apologies were received from Anita Jones, Sue Haydock, Jane Long, Sandra Payne and Joan Wright. | |
| 1.2 | There were no Declarations of Interest. | |
| 1.3 | Two documents were given to the group, one regarding GDPR which Paul Rowley has asked to be returned by Monday 30 April, the other regarding the drainage contract which has a later deadline. | |
| 1.4 | Providing personal details within the group was also discussed and all in attendance agreed that their details could be shared with the group. KE will arrange for this to be sent out. | KE |
| 2. | Minutes from previous meeting March 2018 | |
| 2.1 | SN queried under point 3.1 whether we paid Ground Control for failed visits - MD confirmed that we didn't. | |
| 2.2 | The minutes were approved by the Forum and signed by the Chair. | |

3. Aarons Update

3.1 Andy attended due to Craig being absent. SN complimented the team for their work. SN complimented Peter Freeman specifically for automatically covering his shoes when coming in to fix her boiler. The result was brilliant and was extremely pleased with the service provided.

3.2 Andy commented that July and August were more difficult times due to staff having annual leave. The team are more settled now, and have employed an installation Team Leader.

3.3 Andy highlighted in his report that following the Corgi External Auditors, there were no installations which were classed as 'immediately dangerous' or 'at risk'.

3.4 It was also highlighted that the quality of the work assessed scored a performance level of 93% - which is the same as the National Benchmark average.

3.5 Calls received between October 2017 and March 2018 totalled 8256 via the Havebury line, with 1816 completed within 24 hours. LA questioned what the quantity of calls were that should have been completed within 24 hours compared to the 1816.

LA and SN have asked for a figure rather than a percentage for the jobs completed within deadline.

Aarons

3.6 SN queried whether all engineers were now fully trained up - Andy confirmed that they are.

3.7 JR and SN have asked if TF could be provided with a selection of the complaints received, Andy has agreed to do this.

Aarons

KH questioned who would be liable in a complaints situation, MD confirmed it would depend who was at fault.

Aarons left the meeting

4. Seagers Update

4.1 GC confirmed that they currently have 6 cases still in progress with regards to Kitchens and Bathrooms.

4.2 SN questioned why they were removing chimneys. MD confirmed that this would be only where there is a problem or is in bad condition.

4.3 SN also questioned why there were 400 properties due to be fitted with new kitchens yet only 276 completed. MD said that Havebury do visit all properties to determine whether they are safe. They are only fitted when necessary and if they are safe and tenants do not want a new kitchen, it is not enforced.

KJ raised concerns over the waste energy. GC confirmed they use a plant at Gt Blakenham where products that cannot be recycled such as copper and metal radiators, can be burnt for energy and not go to landfill.

5. Ground Control

5.1 Ground Control were not in attendance, SN commented that hopefully the bad weather is now over and they will catch up soon.

5.2 BM commented that they had visited his property 3 times since Christmas.

5.3 LA commented that there is a sofa which has been left behind a house in Ashwell Road - it was agreed she will inform KJ of the exact location.

6. Neighbourhood team

6.1 SN invited questions from the group

KJe asked if we were keeping on top of fly tipping. KJ commented that the results speak for themselves and it was worth noting that a lot of tips do not end up on Havebury land. KJe said he has been putting notices on the Tenants Forum Facebook page.

6.2 HJ asked if there were any deterrents we could use. KJ mentioned that if fly tips end up in a communal area, people can be given 2 days to remove it, and sometimes this does work.

HJ questioned whether we could charge for the removal of fly tips to residents; however KJ commented that this would not be fair due to fly tips often being from external sources.

6.3 SN read her email from JF with regards to fly tipping and camera installations. The group were surprised at the costs involved - ranging from £592 - £1826 per camera inc installation, averaging at £1167.25, and decided this was too much for now.

SN asked MD if we could please consider this for the future. MD said the main problem is that with GDPR coming in, the situation with having cameras in public places is unlikely to improve.

KJ commented that even dummy cameras do get sussed out surprisingly quickly.

KH commented that other authorities use them including Phoenix Community Housing, however MD said that Local Authorities have more legislative powers which Havebury do not have.

6.4 The Tenant Priority Budget was discussed and was agreed that 50% would be spent on fencing, and 50% on mould reduction/ventilation. KJe queried how homes will be identified for ventilation. MD confirmed that Havebury will pick these up - generally through complaints.

LA questioned how many this would cover, MD confirmed around 50-60 and we would only help those who are currently following the correct

procedures - i.e. keeping the home well ventilated.

6.5 SN and KJe commented that if the ventilation works were successful, more money could be considered for subsequent years.

7. Non Confidential Operational Board Papers

7.1 Health and Safety Dashboard

Several questions were raised for clarification including:

- Why repairs arising from gas servicing are recorded only in Aaron Service's System. MD explained this was due to Aaron's providing an all-inclusive service when completing gas servicing checks, and therefore are not billed nor recorded separately.
- Why asbestos work may not be necessary to complete. MD clarified that it is a risk based approach - if it is safe and tests show it is not at a harmful stage, no action will be immediately taken.
- Why 15 voids have been void for over four weeks. MD said this was mainly due to refusals.
- Universal credit impact on rent arrears. MD confirmed that we have had less of an impact than expected which is reflected in the figures - 1.34% expected against 1.21% actual.

7.2 Complaints and Compliments Update

MD summarised the report highlighting the table relating to the quantity of complaints opened and that approximately one third of these were upheld.

Points raised:

- SN questioned under point 2.8 what the complaints were specifically in regards to the quality of work.
- MD clarified that where a complaint occurs they are fully investigated, very few are regarding Aarons.
- BM commented that the barrier at his address has still not been fixed. MD will chase this up.
- KH questioned whether gas complaints were investigated by Aarons, MD said they are initially investigated by our experienced technical team.
- MD summarised that we record all complaints made directly to Havebury, however if made directly to Aarons, we would only know if it were a serious complaint.

MD

7.3 Customer Service Offer & Repairs Service Offer: Consultation results

MD highlighted that there was a relatively even split between surveys being returned online vs by post.

The results were very positive and indicated no surprises.

7.4 First Focus: The Neighbourhood Offer

MD clarified that staff training will be provided in order to enable staff to answer requests at first contact - as detailed under tenancy management in the offer.

An error was spotted under 2.10, where it should read “Havebury continues to meet”.

MD commented that he would encourage everyone to respond to this offer.

7.5 Annual Delivery Plan 2017/18 Outturn Report

- Discussions were had regarding costings for Havebury Homes Limited, with concerns being raised with regards to additional costs being incurred. MD confirmed that this was not the case and all the work is being completed within the development team as part of their workload.
- Under social value, following questions, MD confirmed that Havebury have taken on 2 trainee technicians.
- Moving to the cloud was discussed, confirming this will be a better option, as all data will be obtainable should anything happen to Havebury offices.

7.6 Consumer Regulation Self-Assessment

- SN raised queries regarding point 2.3 expressing concerns with the backlog of electrical inspections. MD reassured the group that the electrical inspections were introduced as industry best practice, and there is no legal requirement to undertake these. Results have shown no real problems to date. Due to the quantity which need undertaking, Havebury have had to double up the workload in order to keep pace.

7.7 Compliance with Home Standard

No queries were raised with this document.

7.8 Neighbourhood and Community Standard

No queries were raised with this document.

7.9 Tenant Involvement & Empowerment Standard

- SN and KJe thought that under point 1.1 (a), Tenants Forum should be added.
- Under point 2.1.1, SN questioned what eco level would be mandatory. MD commented that we ensure the EPC level is at least E before we let a property.
- The issues around condensation were discussed, with one of the main reasons being lack of ventilation.
- Point 2.1.2 - SN asked to see some of the complaints quotes, and not only the compliments quotes.
- Point 2.2.1 - KJe commented on the training offered being limited. SN pointed out that when training had been previously provided, members did not attend. MD added that feedback included that it was money not well spent.
There is an upcoming event, with details TBC - all members are

encouraged to attend.

7.10 Tenancy Standard

- Queries were raised as to why a family would be assigned a wet room rather than a bathroom. MD commented that whilst we always try to match the requirements, this is not always possible.
- SN questioned whether anyone would be refused a tenancy. MD commented that this does happen on occasion and could be for various reasons including ASB, rent arrears, drugs.
- It was clarified under 2.1.10 that the home swop service is published on Facebook.

7.11 Anti-Social Behaviour Annual Report 2017/18

- Under point 2.9, it was clarified by MD that Havebury do not have the powers which the police do. We cannot take action for any ASB on the streets, and police currently view this as low level issues due to low resources.
- Point 3.1 regarding Cx was clarified as to how we will achieve this. MD confirmed that this will be a consistent recording mechanism where it is easy to record and will provide continuous reporting.

7.12 General Needs Lettings Plan

- SN questioned why we will not be converting our existing stock to affordable rents under point 2.1. MD confirmed this is due to the government 2015-18 programme.

8. Any Other Business

8.1 SN highlighted to the group that the July meeting date has changed.

8.2 Details were discussed regarding the trip to see new developments. The second week of June was proposed. MD will consider locations for this, Felixstowe and Stowmarket being suggested.

8.3 LN raised a query regarding batteries of a service hatch needing replacing. An alarm was ongoing for 4 days. Batteries were found to be 10 years old, when they should be replaced every 4 years. It was confirmed that these would only be charged for when replaced and not every 4 years.

8.4 HJ will be leaving the Tenants Forum as is moving to Thetford. She was commended as being a valuable part of the forum.

8.5 KJe updated that he will soon be adding the cost of fly tipping to the Facebook page.

MD

Date of next meeting: 22nd May 2018, 5-7pm