

**HAVEBURY HOUSING PARTNERSHIP  
TENANTS FORUM  
Held on Monday, 19 February 2018**

<b>Constitution:</b>	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
<b>Invited:</b>	Anita Jones	Director of Operations	
	Matthew Dick	Assistant Director of Operations	
	Ellie Darling	Customer Service & Involvement Manager (Minutes)	
	Kevin Lawrence	Ground Control	

**MINUTES**

	<b>Action</b>
<b>1. Apologies and Declarations of Interest</b>	
1.1 Apologies were received from Haley Jefferson, Bryan Mills, Ann Mills, Joan Wright and Sue Haydock.	
There were no Declarations of Interest.	
<b>2. Minutes from previous meeting October 2017</b>	
2.1 There were no comments on the January Minutes.	
2.2 The minutes were approved by the Forum and signed by the Chair.	
<b>3. Grounds Maintenance - Grounds Control</b>	
3.1 There was one discrepancy from the report with the figures, the “on time” and “late” figures totalled 508 of the 510 completed reports.	
3.2 It was asked how up to date the report log was. Kevin James (KJa) replied that it went to the end of the last full month. In this case, January. KH asked whether the report included parking on grass, particularly where there are enough parking spaces. SN replied that funds could be used from NIP for knee high fencing and KJa added that we could only do this on our own land.	
3.3 JR asked whether the over growing Ivy in the report had been completed. KJa to check and report back.	KJa
3.4 SN commented that Ground Control seemed to have caught up on shrub work. KJa reported that Havebury had put a lot of pressure on them to complete the winter works programme before grass cutting starts and 3 new, additional teams have helped too.	

#### 4. Grounds Maintenance - Neighbourhood Team

- 4.1 There was good discussion around flytipping and recharging tenants in blocks of flats. Some felt it was not always fair. Recharges were only made where we could identify the culprit or where it was clear it had come from a specific block of flats. The forum felt this approach was fairer than spreading the cost amongst all tenants and fly tips should be recharged where possible.
- 4.2 LA asked whether the forum could publish some of the figures and statistics on their facebook page to promote the costs of the service for awareness. This was agreed as a good idea. Addresses to be removed from the document and sent to Kevin Jefferson (KJe) as a PDF. KJe to upload to facebook and remind tenants of the collection service provided by SEBC.
- 4.3 KJa confirmed that tenants do report others but Havebury still have to be able to prove responsibility before recharging. We do use CCTV in some communal areas and we must abide by fire safety laws for rubbish. KJa also added that we have had some victories by translating leaflets into other languages for families who didn't understand how our waste programmes work and this has seen a big success in some areas.
- 4.4 JL asked how Ground Control were performing at cleansing. KJa replied that the grounds maintenance side of the contract was their specialism but both elements were expected to be delivered within the contract. He felt cleansing was more of a challenge and a learning curve for them although Havebury do apply pressure here too where performance is not being met. SN asked if it would be better to have a separate for grounds maintenance and another for cleansing. LN added that both would need to be well co-ordinated. AJ replied that we have a wealth of knowledge on the contract and some parts worked very well, others hadn't. There needs to be a balance of quality and cost as we don't want to see a hike in service charges to tenants if the contracts are split and more expensive overall. The forum agreed.

KJa/JF

KJe

#### 5. Customer Offer Consultation

- 5.1 ED introduced the proposed consultation document to go out to all tenants for the proposed customer and repairs offers. The forum were asked for their views before the document went to Operations Board.
- 5.2 LA felt the language was very good and clear for tenants. The layout was easy to understand and she felt it was a good document. The forum agreed and confirmed they were happy with the document.
- 5.3 There was some discussion around the new digital offer, ED confirmed tenants will be asked to help test the offer before we roll it out in full to make sure it's user friendly and works for them.

## 6. Budget 2018/19

6.1 TH gave a verbal update on the budget which had been through Operations and Strategic Board. Havebury are in a good position despite rents decreasing by 1% again this year. Havebury's rental income will increase due to the number of new builds we have let and the number we have converted from social to affordable rent at the time of void.

6.2 Garage rents would all increase by 3% as this reflects the high demand for them and the lowest level of voids we have ever seen. PP asked if garages could be bought by tenants and TH replied they were not for sale.

6.3 The budget includes £100,000 for tenant priorities. This will be added to the March agenda for forum to discuss. SN asked if ED could also ask the new e-consultation group for views before the march meeting.

ED

6.4 PP asked if there was any planned spend on more solar panels. The Government grants for this work had ended but Havebury were keeping an eye on any future grants to see if we are able to add more properties into the programme. There was however some money in the budget for green initiatives which may help with fuel poverty.

## 7. Non Confidential Operations Board Papers

7.1 AJ went through each paper giving the highlights. The points below reflect comments from the Forum.

7.2 **Key Performance Indicators (KPIs)** - Although the Christmas period had seen its usual impact on rent arrears and voids figures both service had recovered well. Supported Housing was showing the positive impact of previous years' investment and overall the operations directorate were performing very well and were all at or above target. It was notable given that Havebury had implemented a new computer system in this time and we were starting to see the impact of Universal Credit rolling out.

7.3 **Annual Delivery Plan** - AJ asked if the Forum felt there was anything missing from the targets for next year. SN felt it was a good plan and covered a lot of areas. There were a lot of actions on there for IT and there were questions about security and the changes to data protection rules. Paul Rowley to be invited to Forum for March to discuss GDPR (General Data Protection Regulations).

ED

7.4 SN asked more about the Tenancy Sustainability Training target in the plan. AJ replied that there were some areas where starter or earlier stage tenancies could have succeeded if tenants had more knowledge of how to manage their tenancies. This target was about piloting a training programme for new tenants to explain how to deal with their tenancies from the start. The forum felt that this was very positive and supported the idea.

7.5 **Fire Safety Plan** - This report detailed progress against Havebury's Fire Safety Plan in the wake of the Grenfell disaster. We have surveyed and

visited every block of flats and identified any work that needs completing. Tenant feed in had been very strong and Rangers had had one to one conversations with as many tenants as possible.

- 7.6 The main findings were:
- There were some gaps around some fire doors and closures. These had not always been faulty but instead had moved or dropped overtime and needed repairing.
  - Tenants had been propping fire doors open against regulations, had removed hinges or had vandalised the doors. These will be replaced.
  - Some fire doors were too heavy for some tenants particularly in sheltered accommodation. In these cases we were replacing the doors with auto open and close doors.
  - Some fire signage was being replaced where needed.

7.7 KJe felt it was a well written and detailed report adding it was important to deliver it. AJ added that Havebury were receiving regular updates and were still waiting for more from Government when the Hackitt Review findings were due in April.

- 7.8 **Consumer Regulation Review** - This document outlined breaches in the regulatory standards by landlords across England. Headlines were that:
- Tenant referrals to the regulator had increased. It was positive that tenants were more confident to report breaches.
  - 7 cases of serious detriment had been found. These included fire safety, gas safety and repairs and maintenance issues and also the first breach of the Home Standard due to the quality of the home.

7.9 **General Needs Letting Plan** - This was a generally healthy picture of how well the Choice Based Lettings scheme is working through the council. There were no Forum comments

7.10 **External Quality Audit on Gas Servicing** - KH asked if our contractor was now providing electronic gas safety certificates. *Since the meeting it has been confirmed that tenants are left with a paper copy and Havebury are also sent an electronic copy.*

7.11 **Capital Programme** - There have been some delays in the capital programme this year in terms of contracts starting on time but it has been agreed that this budget (up to £1m) would be carried forward to next year.

7.12 **Neighbourhood Investment Panel** - All of the £50,000 budget had been allocated to community projects and there was approximately £3,000 of the £150,000 estate improvements budget left for this financial year.

## 8. Customer Service Policy

8.1 ED shared the revised policy as part of consultation which covered the proposed 3 hands offer. There were no comments or questions from the Forum.

**9. Any Other Business**

- 9.1 SN welcomed Keith Harris as a new member of the Forum and confirmed that Mary Ramsay was about to retire and would no longer be taking the Forum minutes. A permanent replacement was to be confirmed.