

**HAVEBURY HOUSING PARTNERSHIP  
TENANTS FORUM  
Held on Monday, 22 January 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	
	Steve Leathers	Maintenance Operations Manager	
	John Feveyer	Neighbourhood Communities CoOrdinator	
	Ellie Darling	Customer Service & Involvement Manager (Minutes)	
	Kevin Lawrence	Ground Control	
<b>Observing:</b>	Karen Mayhew	CEO	
	Ian Mashiter	Board	
	Richard Walker	First Focus Project Consultant	

**MINUTES**

	<b>Action</b>
<b>1. Apologies and Declarations of Interest</b>	
1.1 Apologies were received from Jane Long, Kevin Jefferson, Sandra Payne and Sue Haydock. Mary Lawrence was absent. Steve Carter had retired from the Forum. Kevin Jefferson would be on sabbatical until April. Chair welcomed Karen Mayhew, Ian Mashiter and Richard Walker.	
There were no Declarations of Interest.	
<b>2. Minutes from previous meeting October 2017</b>	
2.1 Matters arising	
10.7 SN asked how Universal Credit was impacting Havebury. AJ replied that cases were gathering pace and arrears were as anticipated but it was too early to pick up trends. We are not yet at 200 cases. It was noted that the Government's November budget changes would have a significant impact on tenants.	
10.11 SN reminded the Forum that it was important to prioritise training if they are able to attend.	
SN reminded the Forum that they are due to discuss the Tenant Priorities Budget of £100,000 at the February meeting. Showers and external security lighting were well covered from previous years. She urged the Forum to think carefully for ideas for the next meeting.	
2.2 The minutes were approved by the Forum and signed by the Chair.	

### 3. Grounds Maintenance - Grounds Control

3.1 Kevin Lawrence reported positive progress with the winter works programme and added that two new teams had joined the workforce. It was asked that the new workers were introduced to their local HAMS when on site, and that the HAMS were given notice of when work was due to be carried out within their area. KL said this was possible but only within a two week window.

KL

3.2 JR reported that the bark mulch shown on page 3 of the report had spread over onto the footpaths and was a trip hazard. She requested a border or knee high fencing be added. KL replied that the project was requested by a disabled tenant and that fencing or borders had been discussed with Alan Earle (Ranger) and had not been included in the project. The tenant that had requested the works had been very happy with them.

3.3 PP thanked Ground Control for the work carried out at Crowland Road garages. It was successful despite having taken a long time. KL said there were improvements in the service now that there were extra team members and felt they were working well as a wider team.

### 4. Grounds Maintenance - Neighbourhood Team

4.1 JF reported an improvement in the winter works programme but Rangers had reported that cleansing had not been good. It was agreed that work was needed on the Priors and Nowton estates and that a plan had been agreed with Ground Control.

4.2 JF reported all instructed works were complete with the exception of Clements Drive. This had been delayed due to team shortages and securing a location to store the mulch cuttings. This was due to be carried out next week.

4.3 SN reported overgrown hedges in the area covering the footpath and forcing pedestrians onto the road. It was felt to be a health and safety hazard and had been reported previously but nothing had been done. To be investigated.

JF

4.4 Rangers had saved money against the fly tipping contract by collecting the majority of tips themselves. Where identifiable fly tips were recharged to individuals, or to blocks of flats if in communal areas although this was only applicable to where service charges were payable. The Forum were keen that if recharges were being made it was made clear to the tenants on their service charge statements. There was discussion around whether it was fair to charge tenants when some people came to an area that they didn't live in to dump their rubbish. If this method wasn't used however, the cost would have to be taken from all tenants through a central budget and this hadn't been felt to be fair.

4.5 BM suggested CCTV could be funded through the Tenants' Priorities budget. JF said there is lots of regulation around CCTV in public areas which made this option very difficult. We do monitor activity in some communal blocks and bin stores however. The local authority have powers to prosecute but

finding evidence is often the issue. JF confirmed that Rangers only collected tips on Havebury's land. The rest were reported to the relevant Local Authority for collection.

4.6 JR suggested funding education in primary schools around the flytip hotspots. HJ added that it's not likely to work unless it's engaging and innovative and AM added that the people flytipping are adults and not children.

4.7 PP asked how flytips were usually reported. JF replied that the Rangers know the hotspots and made regular checks on a Monday morning, but some reports come from customers too. KM suggested working with neighbours in those areas to monitor flytips and to promote the potential for fines.

JF

## 5. Vision, Values and Objectives

5.1 AJ gave a presentation covering Havebury's current Vision, Values and Objectives; feedback so far from Company members, Management Team and Staff; and a proposed new Vision Statement, values and objectives. She asked the Forum for comment.

5.2 SN was glad to see "listen to, and engage with people" included as it was important. The rest of the Forum agreed that the proposals covered everything that was needed.

5.3 There was some discussion around the use of the term "places". It was agreed that Havebury was more than just a landlord but wasn't responsible for delivering whole communities. HJ felt Havebury needed to be clearer with tenants about what they can and can't do otherwise they will continue to think of us as SEBC. She added there was a negative attitude towards Havebury in some areas because of things that are not Havebury's responsibility. KH commented that it depended on how Havebury wanted to be seen as a company.

5.4 AJ asked whether the Forum felt the Vision, Values and Objectives were moving in the right direction, and they felt they were.

5.5 KM asked the Forum to make sure they completed the feedback when it comes around, with suggestions of an alternative for "places".

## 6. Consumer Regulation Review

6.1 AJ commented that the document was for Forum's attention and would be within the Board papers next month. Key points to note were that the numbers of serious detriment cases and of tenants going to the regulator were rising. Forum to read the document before the next meeting.

FORUM

## 9. Any Other Business

9.1 LN asked if tenants received temporary heaters in an emergency. He cited a case of an elderly vulnerable man who was without heating for 9 hours and didn't feel this was acceptable.

- 9.2 MD replied that temporary heaters would be provided by Aarons when the technician arrived, if the heating could not be fixed at that point. He added that we do prioritise vulnerable people and that the time in this case was within our service provision of 24 hours. KH suggested that each van had a stock of temporary heaters on board so that any staff member could deliver one if needed, before a technician arrived from Aarons.
- 9.3 IM thanked the Forum for inviting him and felt there had been some good discussion. He added that he favoured the “business mind, social heart” tag line from the proposed vision and agreed that Havebury is more than just a landlord.