

**HAVEBURY HOUSING PARTNERSHIP  
TENANTS FORUM  
Held on Monday, 24<sup>th</sup> July 2018**

<b>Constitution:</b>	<p>Sandra Norris (Chair) Lucy Adams Tricia Donovan Keith Harris Sue Haydock Haley Jefferson</p>	<p>Kevin Jefferson (Vice Chair) Jane Long Ann Mills Bryan Mills Lee Northcut Pat Partington</p>	<p>Sandra Payne Jackie Rudd Don Seago Joan Wright Mary Lawrence</p>
<b>Invited:</b>	<p>Matthew Dick Kevin Lawrence Duane Towns Alan Earle Graham Cloke Craig Lockwood Mark Silburn Ellie Darling</p>	<p>Assistant Director of Operations Ground Control Ground Control Acting Neighbourhoods Seagers Aaron Services Aaron Services Customer Service and Involvement Manager (Minutes)</p>	
<b>Observing:</b>	<p>Jane Bird Laura Papanikolaou</p>	<p>Tenant Chair - CHS Group (Cambridge) Resident Involvement - CHS Group (Cambridge)</p>	

**MINUTES**

		<b>Action</b>
<b>1.</b>	<b>Apologies and Declarations of Interest</b>	
1.1	Apologies were received from Sandra Payne, Lee Northcut and Mathew Dick. Don Seago and Lucy Adams were absent. Robert Butcher attended in Matthew Dick's absence.	
1.2	LN had recently arrived home from hospital. It was agreed that flowers would be sent from the Forum.	
1.3		
1.4	SN introduced Jane and Laura from CHS who were invited to observe the Forum meeting in the interest of sharing ideas for resident involvement.	
	There were no declarations of interest.	
<b>2.</b>	<b>Minutes from previous meeting - June 2018</b>	
2.1	Page 2, 3.5 ED gave an update on the action. The Forum were in favour of receiving a briefing paper of agreed non confidential actions following each Strategic Board, Operational Board and Audit and Risk Committee.	
2.2	Page 3, 4.10 KJ had published the flytipping data on the facebook page but as yet there had been no comments from tenants.  SN thanked KJ for the time he spends keeping the page updated.	
2.3	Page 6; 7.1 ED has updated KJ for involvement opportunities to update on facebook.	



- 2.4 Page 6, 7.2 ED had given the feedback to the Assets team.
- 2.5 Page 6, 7.3 JR reported that the Sheffield Hallam University survey had not been sent out in large print to one tenant. JR to give name to ED. ED to request Performance Team to call said tenant and carry out survey over phone. The papers had not been sent directly by Havebury.
- 2.6 Page 6, 7.4 ED confirmed final arrangements for the tour of new developments arranged for the following day.

The minutes were approved and signed by the Chair

### 3. Aarons Update

- 3.1 CL introduced Peter, an Aaron's technician on the Havebury contract, and then summarised the report. Of the repairs carried out (679 in Jan 18, 640 in Feb and 779 in March), 3.2% had been out of hours repairs. There was a satisfaction rating of 99.67%
- 3.2 CL asked the Forum members whether they were all offered the chance to feedback via a smiley face rating on the engineer's tablet at the end of a repair. Some had not been given this opportunity which means that not all tenants have had the chance to feedback. CL will take this back to his team to make sure they offer every tenant the chance to respond.
- 3.3 There had been staffing problems in the beginning of the year which meant the installation team had struggled to keep up although these had now been resolved.
- 3.4 KH asked whether the missed appointments were caused by Aarons or by Havebury tenants not being home. CL replied it was a mix of both and offered to send further information. CL
- 3.5 KH asked about external inspections. There had been 442 jobs completed but only 22 inspected which was less than 5%. CL said he would check the figures, although the inspections are ordered by Havebury through a Corgi technician. CL

There were no Work in Progress issues to report.

### 4. Seagers Update

- 4.1 GC reported that they were likely to far exceed the predicted work levels from Havebury in the year. 50 jobs were estimated but 62 had been booked in for the year from April already.
- 4.2 PP asked whether Seagers were installing wheelchair ramps in any properties. GC replied that they do, but only through the Aids and Adaptations work recommended through an Occupational Therapist. There were none underway at present.
- 4.3 Rob Butcher asked for a breakdown of the current jobs to determine which are void. *After the meeting GC confirmed by email that 10 were carried*



*over from the previous year, 33 were Tenanted and 20 were Voids.*

**5. Ground Control Report**

- 5.1 KL reported to be in an OK position on the contract works. He was aware there were some shrub bed issues with self setting brambles not being cleared in some areas and said that more management was needed. KL added that the focus is currently cleansing for the next few weeks.
- 5.2 DT had been in meetings with AE today and been made aware of elements of work that both are unhappy with. These were predominantly not maintaining weeding and shrub bed works across some areas of the stock which had been an ongoing issue for the past year. DT intends to address this with his teams. The grass is not being cut due to no, or slow growth during the hot weather, however the opportunity to improve the cleansing side of the contract is being missed. DT could claim no improvement in this area compared to this time in 2017.
- 5.3 DT confirmed that more work was needed and confirmed that if the weather turns grass cutting will become the priority. It's forecast that the dry weather will remain for a little while and in this window he intends to make sure teams improve in addressing all the issues raised across the stock area.
- 5.4 AE commented that the intentions are very positive and that it is important to make sure the teams are flexible. He thanked DT for his support for the improvement plan but said it was important that it was now implemented. He acknowledged that some things were going well but some areas needed improvement.
- 5.5 JR asked why the number of missed visits was increasing. DT replied there had been issues with teams accessing their technology to update the records in time. This reason had been given on previous occasions and the Forum felt it was unacceptable to keep repeating the issue when nothing seems to have been done to improve the situation. It made the reporting unreliable. JR said that it felt like excuses and it was unacceptable. The areas in some estates are embarrassing when family visit.
- 5.6 The quality of the contract maps provided by Havebury was also brought into question. AE replied that work had been ongoing with these in preparation for the new contract tender and would be available to teams the following day, so there shouldn't be any reason moving forward that areas should be missed off of maps. It was important to ensure that they were now updated regularly particularly with new developments. AE also added that if Ground Control teams are not sure whether they should be working in a specific area they should check.
- 5.7 PP reported extremely high weeds growing in drains and up garage doors in some garage areas, which had previously been taken care of very well. There was a risk of flooding if the weather changed dramatically. DT replied that some of the garage area referenced was not Havebury land and was the responsibility of the local authority.



5.8 Forum members suggested Havebury should work more closely with the local authority to make sure communal areas which were co-owned, were kept up better. Havebury had made a number of attempts over the past years and continued to do so but the local authority had not been in agreement with the proposals due to money available.

PP added that whoever the land belongs to, Havebury are to blame as far as tenants are concerned. KJ added that this applied to villages as well as towns and estates.

5.9 DT commented that he would be looking at the whole area and that he was deciding how best to approach the issues. He added that some teams didn't always notice some issues as they were so familiar with the areas. AE suggested moving the teams around so that they were paying closer attention.

SN closed by saying the Forum expected to see improvements by the next Forum meeting in September.

KL and DT left the meeting.

## 6. Neighbourhoods Rangers Report

6.1 Before AE went through his report SN commented that she was not happy with the responses that Ground Control had given. AE confirmed that the Ground Control report conflicted with that of the Neighbourhood Rangers who had each reported a theme of over grown shrub areas and weeds. AE has been clear with DT that he expects an action plan for repeated issues with clear deadlines.

6.2 JR commented that the contract was up for renewal and that Ground Control were not doing themselves any favours. JL asked whether cleansing was included in the contract and on the current maps. AE confirmed that it was in both cases. SN had concerns that the Ground Control teams were subcontracted and that could weaken DT's impact over them. AE added that the new specification was now very tight but that it is a big contract and that Havebury need to do everything they can to attract the best people out there to take on the work.

6.3 KH asked whether there was a penalty clause in the contract. AE confirmed there was. Rectification Notices are given in specific cases and Havebury have withheld payment in the past until the contract is met to a satisfactory standard.

KH asked if there was any reason that we couldn't have more than one contractor. AE replied that it was value for money to combine the two contracts, although accepted KH's point that it shouldn't all be about money.

6.5 It was acknowledged that there had been a high turnover of Ground Control staff through the contract period. AE added that this was also the case at a management level and this was not good for consistency and for the teams on the ground.





6.4 KJ asked for the month's flytips figures to be emailed to him for inclusion on the facebook page, as last month.

7. **First Focus Neighbourhoods Consultation Feedback**

7.1 ED went through the results of the neighbourhoods consultation in which 95% of respondents had agreed with the proposals. There had been a 10% return rate.

ED also shared some data around digital inclusion. 27% of people were not online (237 respondents). 81 of these were through choice, others were because of a lack of skills or affordability to access the internet. ED is working on a digital inclusion strategy to support those people if they wish to engage.

The Forum noted the results and were interested in the online feedback.

8. **Tenant Forum Constitution Review**


8.1 In preparation for the September AGM ED highlighted the needs for a significant review of the Tenant Forum Constitution. Since the Grenfell tragedy landlords are expected to be able to give strong evidence that they listen to their tenants and the Constitution should be clearer about the structure of the Forum.

The Forum agreed that a workshop in August to discuss the Constitution in detail would be beneficial before the AGM in September. ED to arrange.

ED

9. **Any Other Business**

9.1 TD reported that she had been told by her energy supplier that she could not have a smart meter fitted because she had solar panels and her supplier's offer was for dual fuel contracts. TD wanted to make the Forum aware and shared some information with ED.

 aus 17/9/2018





