

**HAVEBURY HOUSING PARTNERSHIP  
TENANTS FORUM  
Held on Monday, 25 June 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
	Lee Northcut	Don Seago	
<b>Invited:</b>	Matthew Dick	Assistant Director of Operations	
	John Feveyear	Acting Neighbourhoods Services Manager	
	James Greener	Performance Manager	
	Ellie Darling	Customer Service and Involvement Manager (Minutes)	

**MINUTES**

	<b>Action</b>
<b>1. Apologies and Declarations of Interest</b>	
1.1 Apologies were received from Pat Partington, Ann Mills and Anita Jones. Don Seago and Lucy Adams were absent.	
1.2 Joan Wright has retired from the Forum. Given her long standing service Havebury had sent her flowers and Karen Mayhew had written to her.	
1.3 SN introduced Alan Earle - acting Neighbourhood Communities CoOrdinator for 6 months. Welcome, and congratulations.	
1.4 There were no declarations of interest.	
<b>2. Minutes from previous meeting - May 2018</b>	
2.1 There were no comments from the Forum.	
2.2 The minutes were agreed and signed by the Chair.	
<b>3. Performance and Scrutiny Update</b>	
3.1 JG introduced the report giving an update on membership and the previous year. PSP is running with two vacancies, there has been interest and interviews will be held shortly.	
3.2 Director of Operations attends the annual planning day for the panel and contributes feedback on performance for context for the panel to make a decision on what to scrutinise. Recently they have scrutinised Aarons, external painting, procurement, and Havebury's Governance structure looking at the Board.	
3.3 KJ questioned the external painting programme. JG replied that the recommendations had been undertaken and an improvement had been seen	

in the service however some things may still go wrong. If there are specific issues JG recommended contacting the assets team direct. The issues identified through the scrutiny have been addressed. Complaints have dropped significantly about the service since the scrutiny was undertaken.

KJ

3.4 SN questioned Board Members attendance at Tenant Forum. That element wasn't specifically looked at within the scrutiny, however the panel felt that the Governance of Havebury was being run in line with its agreed terms of reference. The forum generally felt that the Board were not informed enough about tenant views and should attend Forum meetings more frequently.

3.5 SN asked who decides what to scrutinise. JG replied that the panel choose. LN agreed that they have a good level of feed in. Discussion led to the ability for Forum members to observe at other meetings. LN encouraged Forum members to ask for information or an invitation to observe, saying that the relationship is a two way street. ED to confirm with Exec Team whether Forum Members may observe at Board level and at PSP.

ED

JG left the meeting at 17.20

#### 4. **Neighbourhood Team - Grounds Maintenance Report** (also covering Ground Control report)

4.1 JF compared Havebury's report with Ground Control's report highlighting the differences. Grass cutting has now improved slightly but there have been significant issues within the last 2 months. The hot weather means the grass isn't growing as quickly.

4.2 Efforts are currently being increased for cleansing in common areas and improvements are being seen on the Priors and the Clements.

4.3 The issues put a lot of pressure on the Havebury team through phone calls in from tenants and additional checks required from Rangers.

4.4 JF reported some data issues because of Ground Control's difficulty to log on to their system when out and about. It means that more visits are showing as late than were actually late.

4.5 JR asked whether the late or missed calls were typically the same areas. It could be an issue as some areas are the responsibility of the same employee team. It was felt that it would cause a bigger issue for tenants in those areas if this was the case. JF to check with Ground Control.

JF

4.6 SN asked whether there were full teams. JF felt they had full teams but they were being rotated which could potentially cause some inconsistencies.

4.7 JL asked how long Havebury will tolerate low performance. JF replied that it hasn't been like this for long and that the winter works had been successful.

- 4.8 JL asked for clarification on the cleansing part of the contract. JF confirmed what was included in the contract, and that flytipping was in addition to that. Some Forum members felt that some elements of the contract were not being met, such as clearing grass areas of litter and sweeping garage forecourt areas.
- 4.9 ML asked whether Ground Control cut tenants grass for them. JF replied that they didn't but that Havebury do provide a supported gardening scheme and recommended that approach.
- 4.10 KJ asked for permission to share the flytipping data on the Facebook page. MD agreed that it would be ok to share as there is no personal data. JF's team to send KJ a PDF of the data.
- 4.11 SN asked who waters the plants that are part of Neighbourhood Improvement projects. JF replied that it hasn't been an issue in the past as the right plants have been planted but now that the dry weather is ongoing it is starting to catch us out. SN felt it was a waste of money if the plants died in new projects. Rangers are out watering where they can, and some tenants are doing some areas and being compensated for their water and time. JF agreed that we need to look carefully in the future that the planting is robust enough to survive extreme conditions.
- 4.12 SN asked if we can select which plants are included in the projects. AE replied that we could and recommended asking a horticulturalist who can advise on the best plants for the area or type of land.

JF

JF and AE left the meeting at 17.42

## 5. Ground Control Report

- 5.1 This item was related to item 4 above and was not discussed separately.

## 6. Non Confidential Operational Board Papers

- 6.1 MD introduced the papers. There were two Confidential papers which MD asked to be disposed of properly through Havebury's Confidential waste process.

### 6.2 Operations Meeting Minutes

KJ asked for clarification around attendance. LN had stood in as Vice Chair of Performance and Scrutiny Panel in the Chair's absence. There were no other questions on the minutes.

### 6.3 Performance - Business Critical Indicators (BCIs)

#### Previous year performance figures

SN asked whether we should be thinking about moving the targets. MD felt they should remain, we are not asking too much but we have additional properties coming into the stock in the next few years which need to be absorbed into the services. SN asked if we were expecting too much as we are failing in some areas. MD replied that some impacts had been to do with the housing management system (for voids for example), and wasn't reflective of the actual service performance.

- 6.4 MD reported that we continued to perform well against void loss. SN said she appreciates the volume of new builds but asked how Havebury intended to work around this as it impacts the time available for existing stock, particularly given the wider operating area. MD replied that we are reviewing services to make sure we're being as effective as possible and additional resources may be required. This would include managing which type of tenants go into our homes. For example people with higher needs would have an impact on our Neighbourhoods Team if we had a whole area of those households in a remote area.
- 6.5 SN asked should we consider making a recharge to tenants who repeatedly miss appointments for gas servicing access issues. The rest of the Forum felt it was a valid point but allowances needed to be made for some circumstances including emergencies. MD replied that the Gas Policy is being reviewed at the moment which will come to the Forum. We are looking at regular offenders for access issues.
- 6.6 BM commented that the data was very hard to read because of the size. Others added that it makes it difficult to prepare for the meeting when the papers are illegible. ED to ask RF to print on landscape if possible.
- 6.7 **Year to date performance figures**  
One long standing void property had been let which had detrimentally affected the performance figures for average relet time in sheltered. It had been ready to let but tenants had refused the flat because it was an upstairs flat available within the supported scheme so demand was low.
- 6.8 SN asked whether we should shut some gas supplies off if people don't allow access. MD replied that it's not possible in all cases. There is no "one size fits all" answer to it and some cases are quite complex. KH added that if a gas supply is switched off you are depriving people of cooking facilities which we cannot do.
- 6.9 KJ asked whether tenants' arrears were coming down from where they were. MD replied that we are feeling the effects of Universal Credit and had 500 UC cases so far. We're doing better than the average in the sector but we are keeping close eye on the impact.
- 6.10 **Confidential Item**
- 6.11 **Capital Programme 2017-2018 Outturn**  
MD summarised the financial spend.  
SN (3.2) commented that it's positive to see more boiler replacements than repairing frequently failing boilers. The policy had been changed two years ago in light of Forum feedback.
- 6.12 **Confidential Item**
- 6.13 **Overview of The Hackitt Report  
(The Independent Review of Building Regulations and Fire Safety)**

ED

MD covered off the key points. It is mostly aimed at High Rise buildings, which are recommended to be defined at 10 storeys and over. Havebury do not own or manage any properties of that size, but have reviewed our own fire safety in the meantime and implemented changes. We have recently gained a possession order from Court for one tenant who would not remove flammable items from communal areas.

- 6.14 KH asked if Havebury have fire policies for specific buildings. MD replied that we do, and they are created in line with advice from the fire service, particularly for sheltered.
- 6.15 SN (4.2) a requirement for landlords for better resident engagement is a positive recommendation. Regarding access to investigate where we suspect a fire risk exists, SN asked if we could gain warrants to enter and check. MD replied that we would need to go through a formal procedure to gain access if it's denied.
- 6.16 **Neighbourhoods Service Offer: Consultation Results**  
The full results will be presented to the Forum in July.
- 6.17 **Equality and Diversity Update**  
The update was noted.
- 6.18 **Neighbourhood Investment Panel Summary and Annual Report**  
JR commented that more should be spent on youth groups. ED replied that it depends who applies, and that this year's low spend in comparison to other areas was not a business decision, but a response to a low application rate in that area.
- 6.19 SN wondered if tenants appreciated the time and money that was spent on these projects. If they don't last and aren't looked after it feels like a waste of money. There was discussion about whether the money was being spent in the right areas.
- 6.20 **Scrutiny of the Governance Structure of Havebury Housing Partnership**  
LN had been included in the scrutiny and although it had taken 7 months he felt it had been very thorough and an open process. He felt the Boards were on top of everything and were well structured. LN felt Donald, the Board Chair was very tenant led. One concern for Operations Board was the agenda overrunning considerably and it was felt to be too much.
- 6.21 LN reported that New Development Areas would be the next scrutiny.
- 6.22 **General Needs Lettings Plan 2017 - 18 Outturns**  
JR (2.8) asked to clarify BME. MD confirmed it stood for Black Minority Ethnic.
7. **Any Other Business**
- 7.1 KJ asked how many Resident Involvement groups have a vacancy and whether KJ could be informed to help publicise these on the Facebook page.

ED

- ED to confirm any vacancies and send any relevant information to KJ.
- 7.2 JR reported a tenant who is visually impaired who received a late notice appointment for external painting. It only allowed 2 days to move her garden equipment and decorations which wasn't enough given her circumstances. She was notified on a Friday for a Monday appointment. ED to feedback to team for the contractor. ED
- 7.3 ED confirmed that Havebury tenants will soon receive a survey about Affordable Rent from Havebury in conjunction with Sheffield Hallam University. If Forum members are asked by tenants they should confirm that this is a legitimate consultation. The paper itself explains the context of the survey. ED to ask MMo to send any social media copy to KJ for sharing.
- 7.4 MD asked for a final show of hands for a tour of some new developments. Arrangements will be made based on these numbers and availability of a minibus. ED to write to Forum members with final details. ED
- 7.5 SN praised the Development newsletter and will contact the team to thank them.