

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

Constitution:	Sandra Norris (Chair) Lucy Adams Tricia Donovan Keith Harris Sue Haydock Haley Jefferson	Kevin Jefferson (Vice Chair) Jane Long Ann Mills Bryan Mills Lee Northcut	Pat Partington Sandra Payne Jackie Rudd Don Seago Joan Wright
Invited:	Matthew Dick Kevin Lawrence John Feveyear Paul Rowley Jez Robbins Neil Whatley Ellie Darling Katy Edwards	Assistant Director of Operations Ground Control (+2 colleagues) Neighbourhoods Communities Co-Ordinator Head of Information Services Supported Housing and Income Manager Allocations and Voids Manager Customer Service and Involvement Manager (Minutes) PA to Directors (Operations)	
Observing:	Tibbs	Company Member (Tenant)	

MINUTES

		Action
1.	Apologies and Declarations of Interest	
1.1	Apologies were received from Sue Haydock, Haley Jefferson and Joan Wright. Lucy Adams was absent.	
	There were no Declarations of Interest.	
2.	Minutes from previous meeting October 2017	
2.1	ED updated that action 3.3 was complete.	
2.2	The minutes were approved by the Forum and signed by the Chair.	
3.	Grounds Maintenance - Grounds Control	
3.1	There were a higher number of failed visits last month which were all due to the heavy snow, however the teams had all caught up well and were almost back on target.	
3.2	Some light grass cutting had begun but the grounds was too saturated in many places to carry out cutting with heavy machinery.	
3.3	Ground Control had only been required to collect one fly tip in the previous month, this had contained used needles which the Rangers are not qualified to collect. KJe asked if detail of locations could be added to future fly tip reports.	KL

- 3.4 SN thanked Mark for leading the teams and said there had been a lot of improvements since he took charge of the contract. Mark replied that he feels very positive for the coming year.
- 4. GDPR (General Data Protection Regulation)**
- 4.1 The revised policy had been through the Forum in September 2017 and the law was due to change on 25th May 2018; current legislation is 20 years old and needs updating. PR presented the key points to the forum.
- 4.2 The focus of the new law swings back in favour of protecting people's privacy and rights. Everybody's data now must be used for a specific purpose as long as it fits in to a legal basis. There are five legal areas:
- Consent
 - Contractual
 - Legal Obligation
 - Vital Interest
 - Legitimate Interest
- 4.3 We can only keep data for as long as the original purpose is relevant. PR said that they key point is organisations must "say what they're doing, do what they say and stick to it" in order to meet new requirements.
- 4.4 KJ asked about consequences for not following the rules. PR replied that the new law was applicable across the EU and fines for breaching would depend on the size of the company. For Havebury our maximum fine could be as much as £17.8m. In context Apple's maximum fine would be somewhere between £7-8bn.
- 4.5 PR confirmed that Havebury would no longer be asking questions around sexual preference, religion or ethnic origin as a matter of course on Havebury documents as we didn't do anything with that data. However we would ask for it when we carried out annual STAR surveys so that we can make sure that certain groups of people are not less or more satisfied than others and that our services are fair. In these situations the data would be used to represent the whole group, and would not be associated with individuals.
- 4.6 KH asked about passing data on to other parties. Havebury do not sell anyone's data. We do share only relevant data with organisations such as Anglia Revenues Partnership as it is relevant to people's benefits and rent charges. Where we pass details onto sub-contractors we have to do an assessment of them under the new guidelines before sharing any data.
- 4.7 PP asked what would happen if someone didn't give their consent for their data to be shared. PR replied that in some circumstances we have to share data in order to fulfil our contractual agreements. For example we have to give some data to AllPay in order for them to be able to process rent payments. In this situation a tenant doesn't have to give consent. PR confirmed that we only share data that is relevant to the task.
- 4.8 PR will be drafting some "Data Notices" that we are required to send to all

tenants when the law changes. He asked the Forum to read these and give their feedback on the language and how understandable it is. The Forum agreed to do this when the drafts were ready.

4.9 BM thanked PR for explaining the changes in a way that made sense.

5. Neighbourhood Rangers' Report

5.1 JF confirmed that Ground Control were in a positive position with the contract and that Mark (Ground Control's contract manager for Havebury), had brought a real structure to the programme. It was looking to be the best end to winter works that we had ever seen. He pointed out that the Ground Control log showed business as usual with no major incidences.

5.2 LN commented that it was a shame that the Rangers had had to carry out some gritting in the cold weather and felt it should have been done by Ground control. JF replied that the contract requires gritting of sheltered schemes and Havebury offices only. In this case the rangers only did the Havebury office.

5.3 JF said the flytip report showed hotspots and confirmed that Havebury are looking at how much time Rangers spend investigating flytippers and whether the results of this showed good value for money.

6. Development Impact Assessments

6.1 JF introduced the papers as a way of reporting success and issues of new developments so that they can shape future developments. There have been positive outcomes such as better bin store design and meter access for tenants which help reduce management time needed for new developments.

6.2 SN asked if there were any issues with social tenants in section 106 properties integrating into private development estates. JF replied that there hadn't been any issues reported.

6.3 JR asked what we could do with tenants with drug problems in new developments. JF replied that often we won't know until someone has moved in whether there's an issue. Where there was it was more time consuming to manage those tenancies but we have processes in place to deal with those cases.

7. Housing Related Support Policy

7.1 JR confirmed that this policy had been to Forum before and was back for final comment before going to Operations Board. It updates the old Supporting People Policy and reflects changes in legislation and funding. It doesn't introduce anything new. There were no comments on the policy.

7.2 SN asked how the Willow service was performing. JR replied there were a number of non tenants using the service, mainly for the pendant alarms. The service will be reviewed for marketing and costings particularly in light of changes to funding etc.

7.3 KJ asked how successful the temporary night shelter had been. JR confirmed that it had been a success and was a joint venture between Havebury and SEBC, funded by SEBC through central Government funding. It was expected to close at the end of March as planned.

7.4 We had housed around 60 people but had never been full despite the cold weather, averaging 5 or 6 people per night. We had also helped one or two to move onto more permanent accommodation. Some had however been excluded from the shelter because of their behaviour.

7.5 It was not confirmed whether it would be repeated next year as there were decisions for Havebury to make about the use of the building longer term as we can't afford to leave potential homes empty, and SEBC would need to consider funding. It was agreed though that it had been a good project.

8. Fire Safety Policy

8.1 MD introduced the new policy. JRu asked about safety timings for the doors in flats. MD replied that all fire doors were a high specification designed to give 30 minutes for internal doors and 1 hour for external doors.

9. Garage Allocations Policy

9.1 NW introduced the policy saying most changes were to make the language clear, with the main policy change being that the termination notice period was being extended from 1 week to 4 weeks in line with house terminations and to minimise the amount of work required for refunds raised from Direct Debit payments that overrun the current one week's notice.

9.2 References to the waiting list had also been removed as this is no longer how the process works.

9.3 It was asked how many voids there now were. NW replied there were around 100 empty garage which equates to 3% of the stock. Some needed major works and were being added to re-roofing programmes and others were too narrow for modern cars.

9.4 PP asked if all asbestos roofs had been replaced. NW replied they had not but if they were in good condition and safe they would remain.

10. Equality and Diversity Policy

10.1 The policy had been amended from the previously approved version but had already been seen by the Forum. SN asked if reference to "protected characteristics" could be removed. MD replied that this was a legal term and was referred to in the Equality and Diversity Act.

10.2 SN asked whether the Forum could have some refresher training on E&D. ED to arrange with Sophie Curley (SC)

10.3 KJ asked if Havebury's E&D lead could be invited to the Forum to give an update. ED to arrange

ED

ED

11. Tenant Priorities Budget

11.1 ED confirmed that £100,000 had been put aside in the budget for 2018/19 for tenants to recommend where it should be sent. As requested ED had invited suggestions from Facebook and the e-consultation group which were shared with the Forum.

11.2 After discussion it was proposed that £70,000 be put towards fencing and £30,000 be put towards investigating and reducing flytips. There was also some discussion around positive ventilation systems in homes with persistent mould and condensation as long as tenants were doing all they could to reduce it themselves. MD agreed to look into costs for positive ventilation and discuss ideas with JF around reducing flytipping. Final decision to be made at the April Forum meeting.

MD
Forum

12. Any Other Business

2 individual repairs were raised under any other business which will be dealt with outside of Forum meetings.