

TENANTS' FORUM
Monday 9th December 2019



Constitution :	Sandra Norris (Chair)	Kevin Jefferson (Vice Chair)
	Keith Harris	Patricia Donovan
	Nikki Jefferson	Mary Lawrence
	Jane Long	Sandra Payne
	Patricia Partington	Lee Northcut
	Sue Haydock	Teresa Casabona
	Jackie Rudd	Cher Jackson
	Sue Haydock	Anna Ovcerenko

Invited :	Anita Jones	Director of Operations
	Amy St Ledger	Assistant Director, Customer Service
	Richard J Oliver	Assistant Director of Asset
	Rob Longfoot	Tenancy and Estates Services Manager
	Ellie Darling	Customer Services Manager
	Hayley Lambert	Communications Manager
	Graham Cloke	Seagers
	Craig Lockwood	Aarons
	Kevin Lawrence	Idverde
	Kate Duvall	Senior Project Manager, Development
	Karen Farrar	PA to Directors (Secretariat)

1	Apologies and Declaration of Interests	
1.1	Apologies were received from Jane Long, Sue Haydock, Kevin Jefferson, Teresa Casabona and Lucy Adams	
2	Minutes and Matters Arising - December 2019	
2.1	The Minutes were confirmed as an accurate record of the meeting	
2.2	Item 3 Planned works - confirmation of showers planned - 46 requested, with 36 completed.	
2.3	7.5 Single Skin properties - RJO to feedback in January 2020 on amount of buildings affected.	RJO
2.4	7.12 Tayfen visit - March/April. ED to arrange	ED
2.5	9.1 Ombudsman - ED to contact again in February	ED
2.6	Tenants' Forum NOTED the Minutes and Matters Arising	
3	IDverde	
3.1	KL requested feedback from Forum on what reporting is required? Chair stated that a report which highlights what has been achieved and if areas outside of Bury are covered. Chair highlighted it was nice to see photographs of raised beds which have been completed. LN raised asked for clarification on what is the average score as the figures on the graph do not match and it was requested that abbreviations are not used on reports. RL confirmed that there is overlap between his report as well as IDverde but there is a requirement for IDverde to highlight the jobs they have carried out, and also any issues.	
3.2	KH asked for confirmation on who carried out inspections? KL confirmed it is jointly between IDverde and Rangers. Chair asked if the score is over 4 are IDverde abiding by the contract? RL assured Chair that information can be given if the IDverde are failing in the contract. Chair stated information on scores by area is required for Facebook. AJ asked if IDverde have enough resource?	

3.3	KL confirmed IDverde are over resourced due to dilapidation work. JR would like to see actual figures. RL and KE to work together going forward on report.	RL/KE
3.4	The report highlights corporate figures rather than useful information to Tenants Forum.	
3.5	AJ confirmed IDverde is a major contract and Tenants Forum deserves a more senior level of interaction; and there is concerns regarding the level of management interaction used in managing this contract. Chair confirmed she is concerned for when cutting season starts.	
3.6	Tenants Forum NOTED the report	
4.0	Tenancy and Estates report	
4.1	RL took Forum through the report which highlights performance measures. November statistics were 80% above average.	
4.2	JR requested specific information on Estate fly tips - the figures used to go on Facebook. RL confirmed that Nudge will be developed specifically on fly tips. RJO asked for clarification on if this can be put on Facebook or if this will be reported in more detail at Tenants Forum. RL confirmed this is available.	
4.3	CJ asked if T&E know the reason as to why people fly tip; is this due to cost of removal? RL to feedback.	
4.4	Chair asked for clarification of figures in Appendix 1.	
4.5	Tenants Forum NOTED the report	
5.0	Development Update	KD
5.1	Kate Duvall joined meeting and gave an update on new developments.	
5.1.1	<ul style="list-style-type: none"> Gasworks update - Chair asked if bungalows are included in this development? KD confirmed there are specific requirements in those areas. 	
5.1.2	<ul style="list-style-type: none"> Barnardiston - currently working with new Developer, Wellington who are delivering a quality product. Chair asked if there has been an issue with Garages being knocked down? KD confirmed not in Bury. 	
5.1.3	<ul style="list-style-type: none"> The offices in Haverhill have been converted into flats 	
5.1.4	<ul style="list-style-type: none"> Wades House, Stowmarket - new contractor starting in January. 	
5.1.5	<ul style="list-style-type: none"> Lucky Break - currently delays in utilities - handed over in March. CJ asked if this is affordable or social housing? KD confirmed these are affordable. 	
5.1.6	<ul style="list-style-type: none"> York Road - handover in June next year. 	
5.2	CG stated an £11million grant has been made for social rented housing. Some areas have been changed to social rent. This has been applied for. Chair asked if old properties need to be disposed of. CG confirmed this will not be required.	
5.3	KD to return to Tenants Forum in 6 months.	

6.0	Tayfen update	
6.1	JR updated Forum on the range of services can access at Tayfen House. All applicants are risk assessed due to issues with substance abuse and/or mental health.	
6.2	Tayfen Dorm - will be used as a severe weather base for this winter; people will also be risk assessed. Tayfen offers 3 beds for Women's Aid working in West Suffolk.	
6.3	Tayfen has a good record for managing risks. 9 people have moved on from Tayfen into the bidding scheme.	
7.0	Operational Committee Papers	
7.1	AJ presented the priorities and specific projects of the Annual Delivery Plan.	
7.2	Discussions were held on Rent Setting paper	
8.0	Any Other Business	
8.1	Communications update - ED shared the data of MyHavebury. Once MyHavebury has been promoted this will be profiled in more depth on areas and ages etc.	
8.2	AJ to share statistics from Reach to be added to the Minutes.	
8.3	It was raised that Aarons should join meeting every month for an update. This to be confirmed.	

Meeting closed at 18.55

Next meeting to be held on 27th January 2020