

TENANTS' FORUM
Thursday 25 June 2020



Constitution:

Sandra Norris (Chair)	Patricia Donovan
Keith Harris	Mary Lawrence
Sue Haydock	Sandra Payne
Jackie Rudd	Lee Northcut
Anna Ovcerenko	Teresa Casabona
Lucy Adams	Cher Jackson

Invited:

Amy St Ledger	Assistant Director, Customer Service
Clive Gardner	Chair of Operations Committee
Tibbs Pinter	Committee Member
Ellie Darling	Customer Services Manager
Hayley Lambert	Communications Manager
Kevin Lawrence	Idverde
Karen Farrar	PA to Directors (Secretariat)

1	Apologies and Declaration of Interests	
1.1	Apologies were received from Sandra Payne, Cher Jackson and Jackie Rudd No apologies were received from Sue Haydock, Mary Lawrence, Teresa Casabona, Lucy Adams and Cher Jackson	
2.0	Chair Introduction Chair introduced the meeting and reminded the Forum that the nominations for Vice Chair to be received by Friday 24th July 2020	
3.0	Minutes and Matters Arising - June 2020 Minutes were confirmed as accurate representation	
4.0	Idverde Verbal Update - Kevin Lawrence <ul style="list-style-type: none"> • Grounds sites being turned around within 14 days. • Few complaints at present • Chair highlighted that the work carried out within Clements Estates has been very good. • 2 strimmer's and hedge cutters stolen whilst on the Clements Estates; currently a police investigation and insurance claim. Replacements have been resourced on hire basis. • ASL requested more formal reports from Idverde reviewing quality standards etc going forward. It was agreed that these will commence from next meeting which would include quality reports and enable the group to scrutinise performance. • KL stated that hard standing areas has been the highlight this month. Issues raised regarding confusion between West Suffolk contract and Idverde contracts where boundaries cross on estates. 	KL

<p>5.0</p>	<p>Policies - ASL and RJO</p> <p>Rechargeable repairs - RJO</p> <p>3.8 Chair deemed 3.8 as wordy. RJO confirmed that this is legal termination; and confirmed that Havebury are reasonable with requests but do reserve the right to charge to revert the property to the original state if permission is not granted.</p> <p>5.3 Chair highlighted that there was confusion in the phrase Assistant or Operation Director. RJ to revisit; ASL highlighted this was a typing error.</p> <p>Property improvements and alterations policy - RJO</p> <p>Pg. 3 Chair raised that this seems outdated, and asked for clarification on why tenants need to request permission on wall units? RJO highlighted that it is where wall units are put up; but can prove to be a h&s risk. Chair asked for clarification on tiling; RJO confirmed that sockets may be affected and therefore an electrical certificate may be required. RJO clarified that Havebury need to be aware of any changes to ensure works completed to good standard and to mitigate any H&S risks.</p> <p>KH asked for clarification regarding radiator covers as they are not included within the policy. KH highlighted that radiator covers can affect the output and also may be an issue with regards to maintenance. RJO confirmed that although this is a tenant's home, Havebury's view is that radiator covers should not be fitted within homes for the reasons highlighted by KH. Radiator covers would be removed. Chair asked if radiator covers cause condensation. RJO confirmed this is not the case.</p> <p>Bedroom sizes Policy - RJO</p> <p>No additional comments made</p> <p>Provision maintenance and replacement of white goods in communal schemes - ASL</p> <p>No additional comments made</p> <p>Supported Housing needs and risk assessment - ASL</p> <p>Guided by the requirements of Housing related support contract and aligns to their requirements. No additional comments made.</p> <p>Income Collect and Debt Provision - ASL</p> <p>ASL requested that Forum take assurance that this is a highly governed process which is aligned to the Welfare Act to the rent standard and pre-court paraments. Procedure had not been included as was in excess of 100 pages and aligned to all protocol/legislation for rent arrears collection. Equality Impact Assessment pending for this policy.</p>	
	<p>Service Recovery for Repairs - RJO</p> <p>RJO presented the Service Recovery presentation</p> <p>Highlights include</p> <ul style="list-style-type: none"> • 4200 on jobs currently on backlog • New repairs being reported of 450 per week 	

	<ul style="list-style-type: none"> • Jobs being batched by area, priority, trade and materials needed; scheduled by new works received to enable technicians to focus on both new and backlog repairs • Recruitment of additional 8 technicians and one new tech co-ordinator; contractors releasing staff who will be managed by Havebury. • Redeployed staff within Havebury to manage Backlog • Some Capital Works will be delayed until 2021 eg roofing, painting • Repairs will commence on 3rd August. • Tenant Comms is the same as was sent to staff • All Boiler and Electrical Servicing has commenced. • Guide on expectation of both technicians and tenants has been produced; a pre-emptive visit/discussion will be carried out prior to technician attending • Service agreement of 15 days has been suspended; this has now been changed to 35 days for new repairs. 15 days will be re-introduced as soon as backlog has been cleared. <p>Chair commented this is a well thought through plan; how will tenants be notified regarding appointments? RJO stated this will be carried out as normal but bookings are only being taken 2 weeks in advance to enable flexibility.</p> <p>MyHavebury will be switched back on to allow tenants to log repairs but the facility to book a time slot will not be enabled. Communications to tenants being developed.</p>	
6.0	<p>Hardship Fund (Tenant Forum Improvement Fund)- Task and Finish</p> <p>ASL presented the Proposal to be considered by the Forum</p> <ul style="list-style-type: none"> • The Forum discussed parameters and criteria of administering the fund. • Chair would like to see Food Vouchers for tenants and not cash • LN asked if this will impact on benefits - ASL confirmed vouchers will not affect benefits. • Discussion held on specific needs such as furniture; LN highlighted that tenants will have to be nudged to use. ASL proposes that this is included in Havebury News sent to tenants during the Summer. • ASL suggested the Welfare & Benefits team to be aware and will help with screening of requests. • KH requested an update report is sent to Forum monthly <p>It was agreed</p> <ul style="list-style-type: none"> • £250 maximum; on a case by case basis • consider exception cases which will need to be confirmed by Chair and Vice. • ASL to liaise with Ellie and Hayley how to communicate to tenants and tie in with tenant questionnaire • Discussion on tenants who have been involved in ASB cases due to Co-Vid; Chair confirmed this will be looked at fairly, but that prolific and serious tenancy breaches should not be included for support from the fund. • RJO highlighted that Havebury is always responsive to individual challenges; the key is to take into account policies and procedures which will highlight tolerances as it is very time consuming to manage. • ASL to update process and guidance and work on the management of the Fund. • LN suggested that it should be seen as “Tenants looking after Tenants” • ASL suggested an update to Forum every 3 months once established. 	

8.0	Any Other Business Chair gave thanks to the Forum on behalf of Anita Jones for both the present and the support she was given by Tenants Forum. Next meeting to be agreed - ASL to discuss with Andrew and Marie Presently 7 September 2020	ASL
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