

TENANTS' FORUM
Thursday 25 June 2020



Constitution:

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| 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:

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| 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 |
| Andy Griffiths (Kevin Lawrence?) | Idverde |
| Karen Farrar | PA to Directors (Secretariat) |

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| 1 | Apologies and Declaration of Interests | |
| 1.1 | Apologies were received from, Sue Haydock, Jackie Rudd, Mary Lawrence, Sandra Payne, Teresa Casabona, Lucy Adams and Cher Jackson | |
| 2 | Minutes and Matters Arising - May 2020 None available | |
| 3.0 | Chair Introduction <ul style="list-style-type: none"> • Chair introduced the meeting and presented information on 'Teams' Etiquette' | |
| 4.0 | Idverde Verbal Update - Kevin Lawrence <ul style="list-style-type: none"> • Missed 10 days cutting during lockdown; now back to normal service • Cautious of hedge cutting due to bird nesting; but some pruning is being carried out • PD stated that flower beds are currently looking excellent • Returning to Clements estate to manage Carpark area • Any questions to be emailed via Karen to Kevin Lawrence | |
| 5.0 | Communications Verbal Update - Hayley Lambert <ul style="list-style-type: none"> • Communications were providing dedicated weekly comms initially to tenants at the start of lockdown • As services resume and further updates will be provided which will be mirrored on social media. This will also include signposting as well as benefit advice etc. • Chair highlighted increase in Tenants joining Havebury Facebook; HL is noting any trends and will feedback to ASL/ED • HL currently working on Communications strategy; will send out survey to Forum members asking for feedback • ASL thanked Communications for their work during the lockdown and the updates on re-introducing services. • ASL highlighted there may be backlogs within Repairs; but teams are carrying out risk based approach to keep as safe as possible | |

6.0

Customer Strategy Update - Amy St Ledger

- An update to Forum following presentation at Ops Committee; ASL to share presentation
- Any strategy must have buy in from Tenants Forum and their role is to ensure that any changes are focused around the Tenants
- Together with Tenants - development has stalled on this; currently waiting for analysis however Havebury is still going forward with Strategy ensuring that all discussions with TF have been captured and will feature as part of this
- Being worked on Internally - a Joint partnership with TPAS on Customer Insight on take up of MyHavebury. ED is leading and lessons learnt will be taken forward across Havebury. Forum to be updated early Autumn
- Teams all now working Agilely following Lockdown, and this has enabled new ways of working and adopting new services
- Jane Cooke, new Assistant Director for People and Organisational Development has been recruited
- MyHavebury - new phases currently being developed.
- CG stated that following a session with James Greener he noted there is currently one KPI for MyHavebury and he would like to see a suite of KPIs; ASL confirmed there are other KPIs which are managed operationally; these could be shared by exception? CG felt these would be of benefit. ED confirmed that there are targets which are reported into FFSG and will be happy to share with Operation Committee. ASL concurred as this forms a fundamental part of transformation.
- ASL gave a recap of 2019/20
- Question : Do you think needs and requirements have changed in light of CoVid
 - Chair stated things will continue to change, and Havebury's priorities may have to be revised going forward.
 - KH stated will be a rolling question due to CoVid; as long as services are provided; all other areas are moveable, and nothing can be set in stone
 - Chair - if full repairs and backlog is reduced and Mx; this is what the tenants want. KH stated this is to be kept under review due to Government guidelines.
 - PD stated a key element is for Havebury to provide clarity as much as possible and tenants are aware of any changes
 - ASL summarised that tenants want Havebury to be flexible, basic functions are provided and that they are clear on how/when and why things are being done that way.
- ASL took the group through the forms of Engagement in terms of delivering the strategy.
- Chair asked how can a strategy for 3 years be written in the current climate? ASL confirmed that Havebury will ensure that all basic services are done as best as possible. We may produce a 12 month strategy while CoVid continues, and create a 3 year strategy once we know more. This will be in partnership with the OC and TF and a proposal shaped for sign off at the next sessions.
- ASL highlighted the range of engagement tools which will be used. Confidence levels in technicians entering properties safely is high following an online poll. Whilst return rates were low, we were able to gauge a consensus of feeling.

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| | <ul style="list-style-type: none"> • Chair stated that a gas contractor entered her property without PPE; contractors should be mirroring Havebury’s protocol and treating tenant’s home’s with respect. This still needs work and HHP need to ensure it happens. • Future of Engagement - Chair stated it is currently working for groups and committees; but is unsure of external contacts. ED confirmed that external communications is normally adhoc, but asked do internal groups work? • Chair confirmed she is happy with how Tenants Forum, Scrutiny Panel and Equality and Diversity group work well. PD highlighted that Equality and Diversity could include more to discuss. • Chair raised that Tenants Forum would like to be more aware of and have greater transparency of engagement with outside bodies and also help Tenants Forum to engage with them. TF would like oversight of the ad-hoc ways that HHP engage with tenants outside the more formal route. The group felt that HHP does formal engagement very well but that it was unable to comment on other engagement as they were unsure what this looked like. • HL shared that a portal of surveys could be included on the website as well as social media, and reports could be brought to TF. HL requested that Tenants Forum help to promote this. • LN stated that feedback is not received back from surveys; ASL stated that the loop will be closed going forward. • Question : Accessing other services differently as a result of CoVid - LN stated priority shopping online. Chair stated that accessing services is at a slower pace and is very much at a distance. KH stated it will be a long time for services to get back to normal and any strategies will be under constant review. • Chair highlighted the cost of living and services will rise, and communication will be key between Havebury, Tenants Forum and Tenants. • ASL confirmed a verbal update will be presented at each Tenants Forum meeting and draft strategy will be provided by the end of the year. | |
| 7.0 | <p>Tenant Forum Budget - Chair</p> <ul style="list-style-type: none"> • Comments were received prior to the meeting. • Unfortunately, due to connection issues with some, a formal vote was unable to be made on the Tenant Priority Budgets. • Options were discussed and an email was sent asking for agreement from members who were unable to attend. • Forum Recommendation for Tenant Priority Budget for 2020/21 financial year: <ul style="list-style-type: none"> • £10,000 to go to local Domestic Abuse charity supporting our tenants • £50,000 to go to additional overhead showers for tenants (on the proviso that a budget request for 2021/22 financial year is made within Havebury to reflect tenant demand); the number fitted will be impacted by Havebury’s/contractor’s ability to safely do the work moving out of Covid 19? • £40,000 to go to a new form of Hardship Fund for tenants who are struggling to cope with the financial impact of Coronavirus* (a task and finish group to be set up to clarify details; ED suggested a social | MW |

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| | <p>media campaign and that Tenants Forum are recognised for their input)</p> <ul style="list-style-type: none"> • Following the email, it was agreed by the majority to take these options forward. | |
| 8.0 | <p>Any Other Business</p> <p>None to report</p> | |