

TENANTS' FORUM
Monday 27th January 2020



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
	Andy Griffiths	Idverde
	Karen Farrar	PA to Directors (Secretariat)

1	Apologies and Declaration of Interests	
1.1	Apologies were received from Jane Long and Kevin Jefferson	
2	Minutes and Matters Arising - December 2019	
2.1	KH mentioned that he would like electricians to be invited to meetings in order to provide updates. This to be taken forward.	ED/Chair
2.6	Tenants' Forum NOTED the Minutes and Matters Arising	
3	Aarons	
3.1	Aarons updated Forum on the figures included in the report.	
3.2	AJ asked for further clarification on an audit which highlighted that 3 had come back unsatisfactory. Aarons confirmed that they had been revisited.	
3.3	AJ requested further information on the statistics in the report which stated that 6 tenants had contacted Aarons in December and would like to understand the reasons why. Aarons confirmed this was for a wide variety of reasons. AJ requested further detail on this was included in reports going forward.	Aarons
3.4	A discussion was held on how reports are presented by contractors going forward. It was agreed that contractors will still attend Tenants Forum meetings, but the reports will be presented by the relevant Havebury Manager. Regularity of attendance by contractors to be agreed.	RJO/Chair
3.5	AJ proposed that HHP present the report to TF and that the contractor would then be invited into the room for scrutiny and questions.	
	Tenants Forum NOTED the report	

4.0	Seagers Report	
4.1	Tenants Forum NOTED the report	
5.0	Idverde	
5.1	Chair congratulated Idverde on the new report format. It was felt to be more transparent and Forum understand what is being reported on.	
5.1	JR highlighted that to understand percentages a base figure needs to be included. KL confirmed that Idverde use square metreage as a base figure. Idverde confirmed that they will look at clearer ways of presenting the information. It was requested the Idverde do not use acronyms within the report. Idverde stated an explanation of acronyms would be included at the bottom of the report.	Idverde
5.2	Winter works are ongoing	
5.3	Mulching - further discussions between Idverde and Havebury to be had	
5.4	It was felt by the Forum that although it should be included within winter works, cleansing is not being done. Cleansing visits should take place a minimum of once per month.	
5.5	Tenant Forum NOTED the report	
6.0	Tenancy and Estates Report	
6.1	<u>Grounds Maintenance</u>	
6.01	Ground maintenance performance has improved with sites looking better.	
6.02	Catch up works are continuing	
6.3	<u>Fly tipping</u>	
6.3.1	RL updated Forum on new Council initiative on fly tipping and presented the map produced by the Council showing fly tips.	
6.3.2	RL has also produced a map split by estate; and will compare the postcodes between the two maps.	RL
6.3.3	Fly tipping has decreased in numbers since September.	
6.3.4	RL acknowledged that he is aware that Havebury are not clearing fly tips as quickly as liked and this remains a problem to address but that this brings its own challenges around frequency and proactive nature that can increase fly tip as a result of 'positive' response. Chair asked for details on how much the Council pays for fly tips. RL explained there is a breakdown of costs available on the .gov website. It costs Havebury over £30k per year. RL stated the ideal is for communities to take ownership of their own estates.	
6.3.5	Chair stated that Havebury needs to be more proactive and allow information to be put onto Facebook. ASL stated this is a challenge for authorities and will look at what other authorities are doing and what has been successful. JR asked if Havebury go into schools as young people are interested in the environment? RL clarified not at the moment.	

6.4	RL updated Forum on the HAMS role. This role has been re-launched as Estate Champions and are currently recruiting 8 Champions using Facebook or via Tenants Forum. The group will meet twice per year and will monitor the estates, not manage them. ASL stated this forms part of the new Customer Strategy.	
6.5	LN asked for clarification on accountability for the Champions and stated there is no accountability on the Rangers. RL clarified that with the new ways of working paperwork has been removed and this will enable the Rangers to focus on service.	
6.6	RL to provide map of the areas covered by Estate Champions.	
6.7	Tenant Forum NOTED the report	
7.0	Hoarding Update	
7.1	Mel Warner communicated the report, highlighting that the role has opened up lots of questions and has been well received. Karen Smith has gained access into difficult to enter properties; she works with tenants to maintain safe properties. The Hoarder's issue cannot be resolved, but Karen can give them support in their home and they feel empowered to improve things.	
7.2	Mel stated there are currently 12 cases going forward with Hoarding. ASL stated that this forms part of the work on tenancy sustainment, and Havebury are looking to extend this to a wider suite of tenancy sustainment functions recognising the gaps and need	
7.3	LN congratulated Karen on making a success of the role. Chair stated this is the first time a specific role has been funded by the Tenants Forum and also congratulated Karen.	
7.4	MW and KS offered their thanks for the funding and opportunity to demonstrate the need and success of the post, so much so that the post will be incorporated within the Permanent Establishment going forward.	
7.5	Tenant Forum NOTED the report	
8.0	Operations Committee Papers	
8.1	AJ presented the Operations Committee Papers to the Forum.	
8.2	Reports	
8.2.1	<ul style="list-style-type: none"> • Minutes of last meeting 	
8.2.2	<ul style="list-style-type: none"> • Key Performance Indicators: <ul style="list-style-type: none"> ○ H&S remains strong ○ Fire doors remain in plan until work is completed ○ Fire doors contract has been signed off ○ ASB - showing signs of improvement ○ Challenges in Void Performance but is improving ○ Rent collecting improving ○ Satisfaction in last repair - slightly below 96% target; no trends 	
8.3.3	Proposed Capital Programme - RJO <ul style="list-style-type: none"> • Final year of 4 year Asset Management • New 4 year plan being worked on • Chair raised the issue of Mould in properties. This is currently included in current plan. Chair suggested this could also be looked at by Scrutiny & 	

<p>8.3.4</p> <p>8.3.5</p> <p>8.3.6</p>	<p>Performance; TF could use part of their budget to help with Mould. AJ/RJO to discuss further.</p> <p>Star Survey</p> <ul style="list-style-type: none"> • Discussion held on ways in which to increase areas of dissatisfaction and to focus on specific areas where results are lower than previous or in comparison to benchmark. • TF were walked through the 3 main themes of focus • TF noted and approved the approach. <p>Customer Strategy - ASL</p> <ul style="list-style-type: none"> • Will be in depth, aligning to key values • Tenant and Stakeholders engagement • Main themes identified • Together with Tenants - plan to be expected in Spring 2020. <p>Customer Regulations report</p> <ul style="list-style-type: none"> • Full report now included on knowledge. • Forum raised the issue to boilers located within bedrooms; KJ confirmed there is no safety issues. These are mostly legacy decisions from original developers. 	<p>AJ/RJO</p>
<p>9.0</p> <p>9.1</p>	<p>Any Other Business</p> <p>Chair detailed that Appraisals will be implemented in March. Forum members to consider training requirements or new ways of working.</p>	<p>ED/Chair</p>

Meeting closed at 19:02pm
Next meeting to be held on 2nd March 2020