

**ENANTS' FORUM**  
**Thursday 19<sup>th</sup> October 2020**



<b>Constitution:</b>	Sandra Norris (Chair) Keith Harris Sue Haydock Jackie Rudd Anna Ovcerenko Lucy Adams	Patricia Donovan Mary Lawrence Sandra Payne Lee Northcut Teresa Casabona Craig Rollinson
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<b>Invited:</b>	Andrew Smith Jenny Spoor Richard Oliver Amy St Ledger Clive Gardner Ellie Darling Robert Longfoot Hayley Lambert Karen Farrar	CEO Director of Operations Assistant Director, Assets Assistant Director, Customer Service Chair of Operations Committee Customer Services Manager T&E Manager Communications Manager PA to Directors (Secretariat)
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1.0	<b>Apologies and Declaration of Interests</b>	
1.1	Apologies were received from Sandra Payne and Jackie Rudd	
1.2	No apologies were received from Sue Haydock, Mary Lawrence, Teresa Casabona, Lucy Adams, and	
2.0	<b>Chair's Introduction</b>	
2.1	<ul style="list-style-type: none"> <li>Chair welcomed Jenny Spoor the new Operations Director to Havebury, and welcomed Andrew Smith to the meeting</li> </ul>	
2.2	<ul style="list-style-type: none"> <li>KF confirmed that the meeting was Not Quorate. It was agreed that the AGM will be held at the next meeting</li> </ul>	
3.0	<b>Minutes- 7 September 2020</b>	
3.1	Minutes were confirmed as an accurate representation	
4.0	<b>Idverde Report - Rob Longfoot</b>	
4.1	RL pulled together a report alongside Idverde's report showing the challenges faced. The group noted the key themes as follows;	
4.2	<ul style="list-style-type: none"> <li>Staffing Numbers- Havebury are not prescriptive in stating how many staff is required for the contract, it is down to Idverde to resource appropriately. Idverde are currently 2 members of staff short for the contract and are actively seeking to recruit.</li> </ul>	
4.3	<ul style="list-style-type: none"> <li>Chair raised that Idverde has stated that they are fully staffed, however this does not seem to be the case in discussions with staff in the field; ASL highlighted that a meeting was held on Friday where it was confirmed that a recruitment drive was underway. It was also highlighted that there are challenges around the operational information provided and what is clarified at the strategic level. The operational management and performance of the contract was discussed with the Director.</li> </ul>	

4.4	<ul style="list-style-type: none"> <li>• RL stated this is a seasonal contract; the staff reduction may not be felt at this time of year, however there is a need to ensure the correct staffing levels are in place</li> </ul>	
4.5	<ul style="list-style-type: none"> <li>• Chair asked if mulching is carried out in the Winter. RL stated this is additional works but will clarify.</li> </ul>	
4.6	<ul style="list-style-type: none"> <li>• 17 new sites have been added to the contract and the maps show the large area Idverde are now covering. RL highlighted his concern that the new sites will not be covered adequately in the growing season and has raised with the management group at Idverde.</li> </ul>	
4.7	<ul style="list-style-type: none"> <li>• Chair asked if Idverde employ local staff? RL confirmed that a Norfolk based team cover the North of the area.</li> </ul>	
4.8	<ul style="list-style-type: none"> <li>• Issues and complaints have increased and also an increase in amount of times the team have had to chase Idverde to get resolution. 31 have had to be escalated to stage 2; 4 incidences have been escalated to rectification notice. RL is working with procurement team to avoid a breach of contract.</li> </ul>	
4.9	<ul style="list-style-type: none"> <li>• Quality audits have reduced in scores over last 4 months</li> </ul>	
4.10	<ul style="list-style-type: none"> <li>• The main issues failing the PQMS quality checks are weeds and hardstand surfaces</li> </ul>	
4.11	<ul style="list-style-type: none"> <li>• What next? - ASL and RL have met with Regional Director and Operations Manager to oversee the contract. Senior Management were not aware of the scale of issues and will report back in 2 weeks how this is going to be rectified with a performance improvement plan. Further meeting on 2<sup>nd</sup> November</li> </ul>	
4.12	<ul style="list-style-type: none"> <li>• Chair raised that when Forum receive an update from Idverde, it shows that the contract is going well, but this is obviously not the case. Chair raised that when walk abouts were carried out, this would raise any issues for further monitoring. At present there is not enough 'HAMS' to carry out this monitoring. ASL raised that due to lockdown issues are now being raised and that at the beginning of the contract, strategic meetings were carried out, but resource and management have not been maintained. Idverde have to have the opportunity now to produce a plan to rectify these issues.</li> </ul>	
4.13	<ul style="list-style-type: none"> <li>• Chair requested clarification if Idverde are given prior notice of these new sites; ASL confirmed that they are but that pricing and the sites were not included into the contract and this has now produced a backlog.</li> </ul>	
4.14	<ul style="list-style-type: none"> <li>• RL stated that HAMS are reducing in numbers and asked Chair for ideas of recruiting new members? Chair highlighted that there is no HAM on the Clements Estate at the present time. RL raised that Rangers are visiting 60 sites monthly with an additional 40 being carried out by Idverde and RL reassured Chair that they are working proactively. Idverde are very good at reacting; however, they pull people of day to day management of the contract to the detriment of quality and capacity.</li> </ul>	
4.15	<ul style="list-style-type: none"> <li>• PD highlighted that following the storm, large branches were removed very quickly.</li> </ul>	
4.16	<ul style="list-style-type: none"> <li>• ASL stated that RL's report highlights the level of detail required by Forum and they are now aware of the issues and the questions they can ask going forward.</li> </ul>	
5.0	Aarons Report	
5.1	Forum NOTED the report	

<p>6.0</p> <p>6.1</p> <p>6.2</p>	<p><b>Seager's Report</b></p> <ul style="list-style-type: none"> <li>• Chair raised the question of retro shower fittings. Forum gave £50,000 for 70 over bath showers but these have not commenced. RJO stated that this is due to the challenge associated with delivering planned works following Lockdown and highlighted that it can take up to 4 days to fit the shower. The risk is that bathroom will not be available for the tenant if they are to become ill or are self-isolating. Planned works are due to start up again however due to the potential Second Wave, there is a need to ensure that people who are vulnerable have the ability to have washing facilities.</li> <li>• Chair highlighted that within the report, it shows that there were no complaints. RJO confirmed that this is due to the majority of the work within Voids at the moment. RJO emphasised that any potential work to kitchens/bathrooms is currently on a case by case basis</li> </ul> <p>Forum NOTED the report.</p>	
<p>7.0</p> <p>7.1</p> <p>7.2</p> <p>7.3</p> <p>7.4</p> <p>7.5</p> <p>7.6</p> <p>7.7</p> <p>7.8</p>	<p><b>Service Recovery - RJO</b></p> <p>RL presented an update on Service Recovery to the Forum and the group noted the key themes as follows;</p> <ul style="list-style-type: none"> <li>• Commenced backlog repairs on 3<sup>rd</sup> August and it was agreed these would be completed by end 2020. New internal Key Performance Indicator of 35 days has been implemented; RJO did highlight that only 2% of jobs have not been completed within the 35 days and that those that went over were a result of external factors.</li> <li>• Completed 80% of the backlog; at present time 61 households are not permitting access. 78% of new work has been completed.</li> <li>• RJO took the Forum through the latest figures regarding the backlog</li> <li>• Chair asked how the new Technicians who were taken on as extra resource are settling in? RJO confirmed that they are doing very well and the feedback on their performance by tenants is very good. RJO stated that Havebury have also taken on furloughed staff from current contractors.</li> <li>• RJO stated he is very proud of the team with the amount of workload they have dealt with, but the challenge now is how to deal with the remaining 20% of repairs.</li> <li>• RJO highlighted that Havebury are still very mindful of a second wave and the rising number of cases - currently these risks are being tracked.</li> <li>• PD stated that her repair was completed within one week and passed on her congratulations to the team</li> </ul> <p>Forum NOTED the report</p>	
<p>8.0</p> <p>8.1</p>	<p><b>Policies</b></p> <p><b>Asbestos management</b></p> <ul style="list-style-type: none"> <li>• Chair highlighted : 3.1 -Aim of this policy is "TO" - word missing</li> </ul>	

<p>8.2</p> <p>8.3</p> <p>8.4</p>	<p><b>Fencing</b></p> <ul style="list-style-type: none"> <li>8.2 Planned maintenance response times for dangerous or insecure fencing is 48 hours. Chair asked why does this take 48 hours? RJO stated that this is due to shortage in parts. Chair asked for Havebury to be mindful of those tenants with small children. JR asked if any tenants have been turned down if they wish to improve their fencing. RJO clarified that fences are covered by planning or highway legislations, both in the front garden (3.5ft maximum) and back gardens (6ft maximum) and any decision to refuse could be down to legislation and also ownership/maintenance of the fences going forward.</li> </ul> <p><b>Legionella</b></p> <ul style="list-style-type: none"> <li>Chair asked how often are tests carried out? RJO confirmed this is dependent on circumstances - within Voids these are flushed through every week, and if a property is vacant the system is drained down. If a shared system in blocks tests are carried out and clean down of tanks is carried out.</li> </ul> <p><b>Domestic Abuse</b></p> <ul style="list-style-type: none"> <li>ASL stated that T&amp;E have carried out a significant review of this Policy</li> <li>Chair raised the question of “so called honour based” within Item 2.4 of the Procedure and this should be removed. RL clarified that it is fact and not ”so called” honourable activity. This to be taken offline and wording reviewed.</li> <li>PD raised that it is not only women who are abused, but also men. RL to check wording within both Policy and Procedure.</li> </ul>	
<p>9.0</p> <p>9.1</p> <p>9.2</p> <p>9.3</p> <p>9.4</p> <p>9.5</p> <p>9.6</p> <p>9.7</p> <p>9.8</p> <p>9.9</p>	<p><b>Operations Board papers</b></p> <p>Confidential papers</p> <p><b>Tenants Forum Hardship Fund</b></p> <p>ASL gave a verbal update on the Hardship Fund, and highlighted that as part of the process, the Income Team used the opportunity to assist and support an applicant by also completing an Income and Expenditure assessment for tenants.</p> <ul style="list-style-type: none"> <li>6 payments have been made since going live, including food vouchers, rent accounts, support to fix an electric hob</li> <li>£200 maximum one off payment</li> <li>The team ensure they identify the need, and also are able to refer tenants to other agencies if required</li> <li>Chair asked if anyone had been turned down; ASL confirmed that one person had been turned down due to ASB.</li> <li>Chair asked regarding the £10,000 donation to the Abuse charity. ASL confirmed that she has received a letter giving thanks and this will be passed onto the Forum. ASL has requested a report on how the money has been used.</li> <li>Chair asked if the £50,000 will be transferred into next year budget for the over bath showers? AS, RJO and ASL will discuss offline</li> </ul>	
<p>10.0</p> <p>10.1</p>	<p><b>Communications Update - HL</b></p> <p>HL presented an update an overview on the Communications survey, and the full analysis will be shared with Forum at a Future Date. The highlights were noted as follows :</p> <ul style="list-style-type: none"> <li>8 of 10 tenants were satisfied with how Havebury communicated with Tenants</li> <li>Positive feedback on MyHavebury</li> </ul>	

10.2	<ul style="list-style-type: none"> <li>• Comments received on complexity of IVR</li> <li>• How people find out about Havebury services is telephone, website, MyHavebury and Havebury News</li> <li>• The website was rated 8 out of 10 and 49% of those surveyed use MyHavebury. This is also rated 8 out of 10.</li> <li>• 37% prefer to use alternative methods to contact Havebury.</li> <li>• Preferred method of contacting Havebury was email, and Communications are working on gathering email addresses.</li> <li>• Best scoring traits were respect and professionalism; lowest scoring traits were friendliness and inconsistency.</li> </ul> <p>HL's projects going forward are :</p> <ul style="list-style-type: none"> <li>• Tone of Voice within Communications - HL will invite Forum to have input and review letters which go out</li> <li>• Tenant Platform - looking at implementing on the website; looking at live polls for tenants; Tenant Forum also to be included. Forum to feedback any ideas to include</li> <li>• HL to look at branding of Tenants Forum in a tenant friendly way, to include promotion of good news</li> <li>• Chair and PD stated that she had not received her Havebury News; HL to send Havebury News to Forum members</li> <li>• Technology - HL will be doing some tutorial sessions and will send out to Forum members. Chair highlighted that some problems are caused by internet access rather than user error. RJO stated that fibre broadband will be installed in Bury St Edmunds and Haverhill.</li> </ul>	
11.0  11.1	<p><b>Together with Tenants</b></p> <p>JS provided an update on Together with Tenants and this will be rolled out this month via webinar. JS stated that nothing has changed from when it was placed on hold during the period of lockdown. ASL advised that a commitment was made during the early adopters work that the charter recommended by the NHF would be included as part of the revised Customer Strategy which will be worked on during 2021/22.</p>	
12.0	<p><b>Any Other Business</b></p> <ul style="list-style-type: none"> <li>• Any Forum members who require Diaries please let Karen Farrar know by <b>Friday 13<sup>th</sup> November</b>.</li> <li>• New Corporate Calendar will be shared with the Team</li> <li>• Chair updated that Cher Jackson has left Tenants Forum due to work commitments</li> </ul>	