

TENANTS' FORUM Monday 6 July 2021

Constitution:	Sandra Norris (Chair) Keith Harris (Vice Chair) Jackie Rudd Anna Ovcerenko Lucy Adams	Patricia Donovan Sandra Payne Lee Northcut Teresa Casabona Craig Rollinson
Invited:	Jenny Spoor Amy St Ledger Clive Gardner Ellie Darling Robert Longfoot Hayley Lambert James Greener John Ide Jez Robbins Rob Wilson Andy Hughes Karen Farrar	Director of Operations Assistant Director, Customer Service Chair of Operations Committee Customer Services Manager T&E Manager Communications Manager Head of Performance and Compliance Resident Engagement Officer Income and Support Services Manager Idverde Aarons Customer Experience Officer (Secretariat)

1.0	Apologies and Declaration of Interests	
1.1	Apologies were received from Teresa Casabona No apologies were received from Anna Ovcerenko	
2.0	Minutes - 7 June 2021 Keith Harris to be listed as Vice Chair - KF to update LA stated the question she asked regarding boilers being fixed first time, that this could be due to legitimate reasons where additional work or parts are required. Aarons have done some further investigations; if access is denied this is shown as a second appointment. Major jobs are possibly not able to be corrected first time; Aarons have amended some of the reporting The minutes were confirmed as an accurate representation.	Complete
	Matters Arising 5.1 Awaiting update from Rob Butcher. JS confirmed the budget is being used and confirm budget amount as part of the minutes. Per property, per shower it costs approximately £2000. 6.0 Inspections carried out by Corgi - KH raised that 5% does not correlate and requested confirmation of 5% as the standard is 10%; Aarons stated this has reduced due to Covid. Internal audits will increase now that Covid restrictions are being lifted. KH asked if Internal Audits include analysing readings; Aarons confirmed.	

<p>3.0</p>	<p>Aarons</p> <p>AH gave a presentation on the report.</p> <p>Chair raised those complaints go direct to Havebury; Aarons confirmed that no complaints have been received and expect any complaints received by Havebury will be shared. JS to check with ED and add to minutes. JS confirmed that any complaints regarding contractors should come direct to Havebury.</p> <p>Aarons highlighted the following statistics</p> <ul style="list-style-type: none"> • 253 installations have been completed from January to May; 6 compliments have been received. • Service and Repairs - over 2000 services have been carried out, with 100% being compliant. Repairs - over 2000 have been completed with an average of 83% being completed at the first visit. • First time access currently at 78% <p>Chair asked for clarification on the PPE worn by technicians; Aarons confirmed that masks are being worn, however gloves are not mandatory due to the intricacies of boilers. Hands are washed on entering, and the process is to wipe everything down at the end. Chair asked if shoe covers are worn, Aarons confirmed that shoe covers are carried. Chair stated there has been instances where shoe covers are not worn; Aarons to reinforce this at toolbox talks.</p> <p>JR stated that a technician had entered her property without wearing PPE and it was suggested to her that she 'stayed out of the way' in 2020. Aarons stated that social distancing must be maintained, but it should be asked respectfully. Chair raised that tenant's should also wear masks if they are unable to remain in another room.</p> <p>CR complimented Aarons on his recent boiler service.</p> <p>Chair asked if Aarons have had any issues with material shortages; Aarons confirmed the only difficulty has been radiators.</p> <p>Corgi inspections failure have increased - this is due to accuracy of the documentation being completed. KH asked for confirmation on new boiler installation dates. If a new boiler has been installed following an annual service on multiple gas appliances, what annual service date is given? Aarons confirmed it will be the installation date. KH highlighted that this potentially means a gas fire may not be serviced for 19 months. Aarons confirmed this will not happen as a service is carried out on other appliances at installation date</p> <p>Forum NOTED the report</p>	<p>JS/ED</p>
<p>4.0</p>	<p>Idverde</p> <p>RW received questions from the Forum regarding the report.</p> <p>Chair asked for confirmation on the new Contract Manager start date as the report states 'in the future'. Idverde confirmed interviews have been carried out, but applicants were not suitable. A staff member stepped in to help out, but decided the role was not suitable. Currently being advertised again. The role is currently being undertaken by Rob Wilson.</p>	

	<p>JR requested information regarding very long grass being cut and left in a communal area. This grass is now rotting and is making the washing smell. Idverde stated due to the unseasonal weather the grass is growing quickly and will discuss this further with staff but that they adhered to the contract whether the site is a 'cut and clear' or 'cut and drop'</p> <p>CR stated the communal area grass has not been cut in his area and weeds are higher than the handrail. Brambles are also overhanging. Idverde stated this is not a Havebury area.</p> <p>Chair stated there are issues in her area with cleansing, and grass cutters are not removing rubbish. This should be included as part of the service charge. Idverde to feedback to the team.</p> <p>Forum NOTED the report</p>	
5	<p>Grounds Maintenance Report</p> <p>RL presented an update.</p> <p>RL provided Forum with an update on fly tips; figures change on a monthly basis.</p> <p>Estate inspections have been carried out by members of staff to look at aspects of the service.</p> <p>Feedback includes :</p> <ul style="list-style-type: none"> • Grass cutting under control • Some shrub beds are neglected <p>8 rectification notices have now been issued and these were completed last week.</p> <p>A further rectification notice has been issued today which includes :</p> <ul style="list-style-type: none"> • Submit a works plan setting out how all elements of the contract will be covered • Shrub beds to be brought up to specification • Treat all weeds and maintain hard surface areas and submit recommendations for improvements to neglected beds <p>This rectification notice has been drawn up alongside Idverde and is to be completed by the end of the month. If the rectification notice has not been completed by the end of the month, a Failure Notice can be served, and Havebury can then employ another contractor and charge the costs back to Idverde. Havebury do not want to use this as this is not in the best interest of both Havebury and Idverde. Resource is limited in Idverde, and therefore, standard works are not being completed when they are bringing other areas up to specification. Information is being given to staff and tenants (via social media) requesting patience during this time.</p> <p>Daily communication is being received from Idverde, as well as weekly updates with RW. Chair asked if Idverde are fully staffed? Idverde confirmed 17 and 4 weed sprayers. The contract states 9.</p>	

	<p>The new locations were brought to Forum, Chair asked if of the new areas have large grass areas or do they have shrub areas? It was confirmed Idverde look after the new areas. Chair asked if local teams manage new developments which are not in Haverhill or Bury St Edmunds. It was confirmed that local teams are not involved.</p> <p>Chair requested clarification regarding new developments which have been built since the contract has been in place. RL confirmed that a price per square metre was submitted as part of the tender and contract process by Idverde, and these are added into the contract and paid accordingly. Chair asked if complaints are received from new developments? RL to analyse the figures and feedback. RL confirmed that these blocks are visited every four weeks for fire alarm tests and issues will be raised by rangers.</p> <p>Forum NOTED the report</p>	RL
6.0	<p>Communications Strategy</p> <p>HL shared the Comms strategy which supports and works alongside the Tenant Engagement strategy and the Customer Strategy. This work includes Tenant Forum, Tenants, and external stakeholders.</p> <p>Chair felt it was a well written piece of work. The strategy mentions feedback from tenants; was it a small section of tenants involved? HL confirmed a survey was carried out last year in Havebury News with over 100 tenants responding.</p> <p>Forum NOTED the update</p>	
7.0 7.1	<p>See the Person Presentation</p> <p>HL shared she is currently working on a Campaign called ‘See the Person’ with approximately 45 other Housing Associations. This campaign is about removing stereotypes and stigma, and to look at the person and what they have achieved. HL asked for Tenant’s Forum support for the process.</p> <p>JS reminded Forum that this was an action which came out of the Customer Strategy, and HL has taken the lead on this. JS congratulated HL on her work and input.</p> <p>HL updated that she has received support from the Leadership Team and a talk is being held next week with CIH. HL to send the link offering free webinars. Chair offered Forum’s support</p> <p>Tenants Forum NOTED the presentation</p>	Complete
8.0	<p>Aids and Adaptations</p> <p>JRo gave a presentation to the Forum on Aids and Adaptations.</p> <p>When Havebury was created as part of the transfer, agreement was given that it would continue to provide and pay for Aids and Adaptations work to tenants. A budget is set aside each year; work is identified each year. it is not a means tested service. The main aim of the support is to ensure that tenants can remain in their own home where possible and gives additional choices to people.</p>	

Strict service standards are in place, with adaptations split into Major and Minor categories. Minor adaptations are normally up to £1000 such as handrails, external sockets. Major adaptations include items such as level access showers, stair lifts etc. Occupational Therapists are involved in the major adaptation process. Chair asked if such things as handrails are required, do tenants contact Havebury supported team, or Social Services. JRo suggested that for minor adaptations, tenants should contact Havebury Support team.

For Major adaptations, the safest and most effective way is considered in conjunction with Occupational Therapists, GPs etc., Havebury do reserve the right to be able to move tenants into a more suitable property, as well as looking at over occupancy. The main priority is to the tenant and their needs, as well as managing stock sensibly. Where a move is required, these are considered as part of our Management Move process.

Prioritisation is given by date order. Covid has had a large impact on works being carried out recently as several people requiring aids and adaptations were shielding or vulnerable.

Budget is inflation linked.

Chair asked for clarification on if a tenant requires a wet room, do they have to go through Social Services. JRo clarified that an Occupational Therapists report is required which will be more specific to the individual. JR stated that the management of aids and adaptations could potentially be brought in house as public funds are not being spent.

There is no end date on the Transfer agreement, and this ensures that service standards are kept high.

ASL stated the budget is set on the needs of tenants and is also linked to Tenant Sustainment to ensure tenants can live in their own homes as long as possible.

A Tenancy Sustainment Officer is now working at Havebury, alongside the Hoarding Officer. General Needs tenants are now being looked at by the Supported Team to identify specific needs proactively. Records are now being retained for General Needs tenants.

CR asked if there are any plans in place to improve adapted bathrooms? ASL confirmed that bathrooms are managed within our Assets Management strategy, and each have a life span. If there is a problem with a specific element of the bathroom, this should be reported to Havebury. If an element is deemed to have gone beyond its life a new recommendation will be made to consider replacement. If not, incremental repairs will be carried out.

JRo asked if other adaptations are updated? It was suggested that it is reported as a repair.

JRo stated that some tenants have disabilities which change, and this should be discussed with Occupational Therapists. Havebury are able to assist with accessing Occupational Therapists.

Chair asked why is an Occupational Therapist used? JRo stated that tenants have different requirements and aids are more bespoke. Havebury then source the specific requirements at the highest level.

	<p>PD raised the aging of bungalows with access requirements; JRo concurred and stated that some properties may not be able to be adapted and therefore it may be better for some tenants to move.</p> <p>Chair raised Homes for Life. JRo highlighted that new bungalows are now being built with wider access.</p> <p>PD raised that more flats than bungalows are being built; ASL stated that our development programme is aligned to the housing need and working with the planning teams of local authorities. JR stated that standards are being changed in Wales, and builders should look more at disability needs going forward.</p> <p>JRo raised the Aids and Adaptions Policy is being updated currently. Discussion was held regarding Fire Safety; JRo highlighted PEEPs are held in supported housing for fire safety, and discussions are being held for use in General Needs properties. Discussion was held regarding ‘Stay Put’; in terms of Fire Safety each of the UK nations have different legislation. Havebury has a new Fire Safety specialist who is very impressed with the work which Havebury carries out.</p> <p>Forum NOTED the presentation.</p>	
9.0	<p>Tenant Hardship Fund</p> <p>JRo shared that the proposed expansion plan of the Hardship Fund has been put on hold as Havebury are looking at the potential impact the reduction of the additional measures in place (furlough, UC uplift payment) will have on our tenants. An update will be given at future meetings.</p> <p>£9,000 has been spent in the first quarter, with 34 applications so the fund is well utilised and definitely required.</p> <p>Chair thanked JRo for the work being carried out on this. ASL stated there will be an increasing need for something like the Hardship Fund going forward, but it may be more generic rather than Covid.</p> <p>KH stated due to the restrictions being lifted, the forecast is that things will get worse over the next couple of months.</p> <p>Forum NOTED the update.</p>	
10.0	<p>Resident Engagement</p> <p>Jl shared that he is working on the training programme alongside West Suffolk College and they are keen to partner with Havebury for Level 2 training. West Suffolk are also happy to develop training with Havebury.</p> <p>Jl to commence visiting with Tenants and stated the Coffee Caravan is happy to work with Havebury and is currently looking at estates with the most complaints to engage with tenants. Jl is meeting with Rob Longfoot to discuss Estate Monitors going forward.</p> <p>Jl will bring a full list of training to the next Tenant Forum meeting to include all tenants, engaged tenants as well as a ‘talent pool’ of tenants who wish to progress within Havebury.</p>	Deferred

	<p>Tenant Forum are having new photographs and JI will liaise with those which are outstanding.</p> <p>JI has observed Performance and Scrutiny meeting and is liaising with organisations regarding 'add ons' to Scrutiny Panel such as using Facebook to liaise with and involve tenants.</p> <p>Forum NOTED the update</p>	
11.0	<p>Any Other business</p> <p>PD raised that last year's Gas Record was not received but has received this year's Record. Have there been other issues, and can a survey be put into Havebury News if this has been an issue elsewhere as it is against the law. KH confirmed there are 28 days for Record to be sent to tenant. JS stated a sample check could be carried out as part of satisfaction check.</p>	
	<p>The meeting closed at 18.40pm</p> <p>The next meeting will be held on Monday 2nd August</p>	