

**MINUTES OF A MEETING OF  
THE HOUSING OPERATIONS COMMITTEE  
HELD AT PAT SHAW HOUSE ON MONDAY, 11 SEPTEMBER 2017**

**Present:** Dot Allen (DA) - Tenant Member  
Val Rollason (VR) - Tenant Member  
Pam Norton (PN) - SHS Board Member  
Glynis Gatenby (GG) - SHS Operations Director

**Absent:** Adam Phippen

Item

Action

**1 Welcomes and Apologies**

Apologies were received from Joy Hammond and Chris Simpson. A message of apology was received on behalf of Len Ross prior to the meeting but not picked up in time to report to the meeting.

PN Chaired the meeting in Adam Phippen's absence.

**2 Minutes of the Last Meeting and Matters Arising**

The Minutes were agreed as an accurate record of the meeting held on 19 June 2017.

- Terms of Reference for HOC amended by the Board for approval at HOC on 11.09.2017
- GG has asked the Property Team to advise when they plan to visit the Mole Valley Call Centre for HOC Members to also attend
- Process now in place for staff relating to the Welfare Fund

**3 Terms of Reference**

HOC Terms of Reference refreshed to reflect new quorum and revised and updated responsibilities.

Approved.

**4 Performance Update**

Performance as at the end of June 2017 was discussed.

<u>Item</u>	<u>Action</u>
<p><u>Repairs:</u> Less 'emergency' and 'urgent' works orders raised with more 'routine' works orders raised compared to previous years. This is a positive sign of good asset management. Satisfaction with repairs service remains high.</p>	
<p><u>Void and Lettings:</u> Average re-let time for Qtr1 is 27 days. This was due to one property being occupied by a family member after tenant terminated the tenancy. Led to a long 'void' period of 70 days. The discreet letting time was 22 days for Housing for Older Persons (HfOP) and seven days for Housing with Care (HwC). Lettings on a par with previous years. Void loss as a percentage of rent debit has reduced compared to the same period last year. GG warned that for Qtr2 general needs lettings may distort overall performance as SHS refused an unsuitable LBS nomination which led to further investigation by the Council.</p>	
<p><u>Rents and Arrears:</u> Arrears are slightly higher in 2017/18 than in the same period last year, although amounts owed over £1K are less. For the one tenant that owed £1K+, the person lives in HfOP and is complying with their Court Order.</p>	
<p><u>Complaints and Compliments:</u> Two complaints received in Qtr1 – one upheld; one not upheld. Four compliments received. GG to produce an article for the next newsletter relating to complaints – how many SHS receive, how we use them to improve services etc.</p>	<b>GG</b>
<p><b><u>Confidential - Mystery Shopping:</u></b> GG advised that we have some mystery shopping underway currently relating to customer services. GG will report outcomes at November HOC meeting.</p>	<b>GG</b>
<p><b>5 Policies for Approval</b></p>	
<ul style="list-style-type: none"> <li>▪ CCTV addendum to Data Protection Policy – Approved</li> <li>▪ Anti-Social Behaviour – Approved</li> <li>▪ Lettings – Approved</li> <li>▪ Support Planning and Risk Management – Approved</li> <li>▪ Complaints – Approved</li> <li>▪ Mobility Scooters – Approved (separate meters to establish how much power being used – CLO)</li> </ul>	<b>CT</b>
<p>GG advised that in November, Emergency Planning, Mutual Exchange Tenure and Neighbourhood Management policies would be presented for consideration and approval by the HOC.</p>	<b>GG</b>

**Item**

**Action**

**6**

**Community Alarm Review**

GG introduced the report and asked for HOC Members' views on the way forward.

The HOC felt that to halt the review at this stage and to continue to monitor products coming on to the market whilst continuing to also monitor BT's progress to a digital system was the best way forward. The work already undertaken can be utilised at an appropriate later date.

**7**

**Guest Room Review**

New policy and Guest Room 'standard' to be introduced as a result of a tenant working group, if approved by the HOC.

If new 'standard' approved, then the new charges will come in to effect from 1 October 2017.

HOC approved the new standard and guest room rates.

**8**

**Community Engagement Update**

This is the first time a report on SHS' community engagement work has come to the HOC.

The Community Engagement Plan has three key strands:

- ✧ Financial Inclusion
- ✧ Health and Wellbeing
- ✧ Monitoring and Improving SHS' Service Standards

GG ran through each key area giving examples of SHS' work with tenants.

HOC members pleased to see the progress in this area of work.

GG advised that she is looking to develop a Community Engagement Strategy for 2018/19 to direct this area of work.

**9**

**Any Other Business**

GG enquired about approved HOC Minutes being put up at schemes and on the website to give greater transparency and to encourage more involvement from tenants.

This was approved subject to the removal of confidential data.

Item  
Date of Next Meeting: Monday, 20 November 2017

Action