

**MINUTES OF A MEETING OF
THE HOUSING OPERATIONS COMMITTEE
HELD AT PAT SHAW HOUSE ON MONDAY, 20 NOVEMBER 2017**

Present: Glynis Gatenby (GG) - SHS Operations Director
Adam Phippen (AP) - SHS Board Member
Val Rollason (VR) - Tenant Member
Dot Allen (DA) - Tenant Member

Item

Action

1 Welcomes and Apologies

AP welcomed everyone to the meeting. Apologies were received from Pam Norton and Joy Hammond.

AP apologised for not attending the last meeting due to confusion over the date.

GG advised that one of the newer Board Members, Michael Payton, had shown an interest in HOC and will try to attend the next meeting.

2 Minutes of the Last Meeting and Matters Arising

The Minutes of the meeting held on 11 September 2017 were approved.

Matters Arising:

Complaints article for the Newsletter – completed
Mystery Shopping exercise outcomes – on Agenda
Mobility Scooters electricity usage – being monitored
Various policies – on Agenda

3 Performance Update

Quarter 2 Performance:

Voids and Lettings:

Average re-let times reduced to 22 days. Void rent loss has reduced and is lower than the same period last year. There has been an increase in the number of lettings in Quarter 2 compared to last year due to the Harding House handover.

Item

Action

Rent and Arrears:

Performance is strong with just one case in Quarter 2 over £1,000 (in general needs). Focus from the team on tackling arrears at a lower level to try to stop escalation. Increasing number of tenants on Universal Credit but no major impact due to low numbers. GG advised that there is an eviction due to take place for rent arrears in a general needs property.

Repairs:

Good performance all round, with much feedback showing 100% satisfaction. 98% of appointments made were kept and satisfaction with repairs is 97%. Discussed possible annual survey.

Complaints and Compliments:

One complaint and two expressions of dissatisfaction (EOD) and four compliments received in Quarter 2.

The complaint related to a profiling form being issued with contact details of a next of kin who had died. SHS upheld the complaint, apologised and updated all areas of the IT system (only partially updated previously). The two EODs related to gardening at Kent Court and the lift at Norman House.

GG advised of the unsatisfactory situation with the lift at Old Brewery House, for information.

Mystery Shopping Outcomes:

GG ran through the report, which was taken as read and updated on progress with actions needed as a result of the mystery shopping. Two actions are currently outstanding but are being worked on. Overall a 72% satisfaction outcome. Issues highlighted for improvement relate to communications and pro-actively feeding back to tenants. There will be a further mystery shopping exercise in Quarter 4.

HOC Members would like to see automatic response to emails put in place.

GG

Single Equalities Scheme and Profiling Update:

GG went through the Single Equalities Scheme action plan – all actions now completed for 2017/18. Should tenants request an SHS Tenant Forum, GG will update on this at the next meeting.

The profiling exercise carried out during the summer saw 66% of

Item

Action

tenants participating. GG stressed the importance of only collecting data we will use and went through the list of what will be done as a result of the profiling data. HOC Members were concerned about low level of tenants with home contents insurance. GG advised that there will be an article in the winter edition of the newsletter that highlights this to tenants and that it's an area where we will look to see what's available for tenants at low cost.

4 Intensive Housing Management – Six Month Review:

GG advised of the newly introduced 'IHM Standard' (which is available via the website). This has been introduced as a result of the review, taking tenant feedback into account:

- Minimum standard set
- Community Housing Services Officers (CHSO) to have regular surgeries at the larger sites
- Annual promotion of the IHM Service
- Internal "outcomes" recorded
- Housing Team to be more involved with engagement activities

5 Policies for Approval:

- Emergency Planning – Approved
- Mutual Exchange* - Approved
- Tenure* - Approved
- Neighbourhood Management* - Approved
- Succession and Assignment* - Approved
- Tenancy Fraud – Approved

*These policies will be available for tenants via the website.

6 HOC Meeting Dates 2018:

Dates have been approved by the Board. PN has requested that 5 March 2018 be changed – suggests 26 February. HOC to check that this is OK and let GG know if it is not.

ALL

7 Any Other Business:

Window Cleaning: Query as to the frequency. GG confirmed it is quarterly in the current contract. GG suggested that we obtain a quote in the new specification for a six weekly clean in addition to the quarterly clean and that we compare the options and costs.

GG