

# Minutes

Date: 4 June 2018

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<b>Meeting</b>	:	<b>Housing Operations Committee</b>
<b>Present</b>	:	Pam Norton, board member Michael Payton, board member Dot Allen, resident member Val Rollason, resident member Joy Hammond, resident member
<b>In attendance</b>	:	Glynis Gatenby, Operations Director Robin Roberts, Chief Executive

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<b>Item:</b>	<b>Action:</b>
<b>1 Apologies:</b> Apologies were received from Chris Simpson and Adam Phippen. In Adam Phippen's absence, Pam Norton Chaired the meeting.	
<b>2 Minutes of the last meeting and matters arising:</b>	
2.1 The Minutes of the last meeting were agreed.	
2.2 Automated email response is a work in progress. Form of words agreed by Robin Roberts, which will be implemented as soon as possible.	<b>GG</b>
2.3 Community engagement strategy – sentence added to various action points as requested by the Housing Operations Committee (HOC).	<b>GG</b>
2.4 Volunteer policy – Glynis Gatenby amended sentence in policy as requested by Housing Operations Committee.	
2.5 Asbestos contractors have been reminded about parking responsibly.	
2.6 Meals on Wheels – parking at Old Brewery House: Pam Norton advised that this issue has been resolved.	
<b>3 Performance update:</b>	
3.1 Glynis Gatenby went through the key performance indicators for Quarter 4, 2017/2018 year end.	
3.2 Voids and re-lets: average re-let time is 22 days, narrowly missing 21 day target, due to one general needs home in Q1 and one older people's home in Q3. Void loss as percentage of rent debit is low.	

**Item:****Action:**

3.3 Rent Arrears: good overall performance with arrears totalling 0.8% of rent debit including housing benefit payments. When split by client group, still a good outcome in spite of challenges of new welfare reforms.

3.4 Repairs (responsive): total of 1,118 works orders were raised in 2017/2018; which equates to around 3 repairs per property. The split of orders is: emergency 4% / urgent 13% / routine 83% split. All Emergency were completed on time; 98% of urgent and 98.6% of routine were completed on time.

Repairs completed on time are good, whilst there is dip in 'satisfaction' positive feedback is 94%.

3.5 Gas: this remained at 100% throughout 2017/2018.

3.6 Service Plan 2017/2018: this was the first time that Housing Operations Committee (HOC) had received this report, as the first service plan in was completed in March 2018. Glynis Gatenby advised that overall performance and focus on tasks was good. However, as this is a 'working document', she explained that it is common for some tasks to no longer be needed or for some tasks to come to cease as actions needed may be out of our control e.g. when we need the London Borough of Sutton to do something before we can act.

Glynis Gatenby advised that the bio-diversity task and business growth task will form part of our much wider development / asset management / sustainability strategy.

3.7 Complaints 2017/2018: the report summarised all expressions of dissatisfaction and complaints received. It was highlighted that chart should show two complaints relating to staff attitude, rather than one. There were no particular trends to pick up although Glynis Gatenby highlighted that the customer service standards are being discussed with the whole team, which should lead to improved service to residents.

3.8 Arrears over £1,000: there were no particular issues to highlight.

3.9 Mystery shopping: it was reported that this was the second round of mystery shopping carried out by our residents. Thirteen 'shops' were carried out, mainly phone calls, but some were undertaken using email, website and out of hours. Nine of the 13 shops were classed by tenants as very satisfied or satisfied. However, four were dissatisfied or very dissatisfied. The dissatisfied related largely to a lack of follow up and communication with the resident. Our newsletter has an annual repairs satisfaction survey, which we will compare with our 2016/2017 STAR survey and mystery shopping outcomes.

**GG**

<b>Item:</b>	<b>Action:</b>	
3.9	Former tenant arrears – write offs: these were approved by the committee.	
3.10	Safeguarding summary 2017/2018: Glynis Gatenby summarised the report and updated the committee on the two high needs cases with Sutton Connect (support contractor) but no further additions. The report was noted.	
3.11	Tenant digital inclusion action plan: Glynis Gatenby advised that the Wi-Fi launch parties went well at Dorothy Pettingell House and Trickett House, with good attendance from residents. Work is progressing and a 5 week course, which will be delivered by Sutton Housing Society’s digital champions to cover basics of most common digital devices.	
	It was proposed to invest £10,000 from this year’s budget to provide tablets to residents who are involved but cannot afford a device. There was a discussion around ownership / gifting, potentially devices being sold on and residents expecting IT support? The principle was supported on a loan system, further details to be provided to September meeting.	<b>GG</b>
<b>4</b>	<b>Hard to let properties scheme:</b>	
4.1	Glynis Gatenby explained the background to the Housing Manager’s report and sought views.	
4.2	The committee approved the report with the age amended to 55years.	<b>GG / RA</b>
<b>5</b>	<b>Social value:</b>	
5.1	Glynis Gatenby updated the committee on the final IT figures and full staff costs. The outturn figures reduce to £1 / £6 generated, which is a good result in our first year.	
<b>6</b>	<b>Any other business:</b>	
6.1	The proposal regarding former tenant credits was discussed and approved.	
6.2	Housing Operations Committee Members: two expressions of interest received from residents, one at Trickett House and one at Old Brewery House. Glynis Gatenby to invite to the next meeting and discuss with the HOC Chair.	<b>GG / AP</b>

**Date of next meeting:** 10 September 2018