

# Minutes

Date: 17 September 2018

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**Meeting** : **Housing Operations Committee**  
**Present** : Pam Norton, Board member  
Michael Payton, Board Member  
Dot Allen, Resident Member  
Val Rollason, Resident Member  
Chris Simpson, Resident Member

**In attendance** : Glynis Gatenby, Operations Director  
Hazel Turner, Resident (Observer)  
Jean Gardner, Resident (Observer)

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- | <b>Item:</b> | <b>Action:</b>   |
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| <b>1</b>     | <b>Apologies for absence / declarations of interest</b>  |
| 1.1          | Apologies were received from Joy Hammond and Robin Roberts.  |
| <b>2</b>     | <b>Minutes of the last meeting (4 June 2018) and matters arising</b>   |
| 2.1          | The Minutes of the last meeting were approved.   |
| <b>3</b>     | <b>Actions from last meeting</b>   |
| 3.1          | Auto emails in place for external emails to all frontline staff. The hope is that this can be removed in time as all email should be dealt with in a timely fashion. |
| 3.2          | Outcomes from mystery shopping highlighted as part of GG's presentation at Staff Awayday in July – largely around communications, follow up and doing what we say.   |
| 3.3          | IT tablet scheme proposal is on the agenda.  |
| 3.4          | Miss Gardner and Miss Turner invited to Housing Operations Committee (HOC) as observers.   |
| <b>4</b>     | <b>Performance indicators (quarter 1)</b>  |
| 4.1          | Glynis Gatenby went through the quarter 1 report issued to HOC members and invited comments and questions.   |

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

- 4.2 Glynis Gatenby confirmed the appointments of architects Hoban Design, which is Cheam based and stock condition survey surveyors, GDS, based at Tunbridge Wells.
- 4.3 Jean Gardner said it would be interesting to see if the repairs survey returns reduced now that the message boxes have been removed.
- 4.4 Older peoples' lettings: Pam Norton asked if the London Borough of Sutton was seriously concerned about a lack of demand for older peoples' lettings, or if they were just being slow to act on our requests for nominations. Glynis Gatenby advised that the LBS Chief Executive was of the view that due to a number of new schemes in the last year, they did not want large older peoples' developments.

**5 Social value (quarter 1)**

- 5.1 Glynis Gatenby went through the report explaining how we calculate the 'people value' of our community engagement work.
- 5.2 Michael Payton asked that we add a cost column against each activity / event. This will help everyone to more easily understand value for money. **GG**
- 5.3 Pam Norton checked that HOC members understood the social value calculation as it is a cumbersome approach, although a widely accepted one.
- 5.4 Jean Gardner asked why access to the internet figures were not included? Glynis Gatenby advised that this was to be an annual figure but our IT provider has now established a report that provides for the number of connections made at each scheme. This will be reported on going forward.

**6 Resident involvement**

- 6.1 Glynis Gatenby introduced this report and advised HOC that this is a 'work in progress' as we look to expand the ways that residents can be involved, and influence, the work of the organisation.
- 6.2 Over the last year, mystery shopping, topic review groups (lounges, guest rooms), disability forum have been set up. We are hoping to expand HOC and also involve residents in contract reviews and monitoring arrangements.
- 6.3 Jean Gardner asked how residents were selected for the review groups. Glynis Gatenby advised that this is self-selection following articles in the resident newsletter.

<b>Item:</b>		<b>Action:</b>
6.4	Michael Payton asked if the contracts for cleaning and gardening are performance based as 5 years is quite a long time. Glynis Gatenby advised that they are. There is also a break clause included within the contract.	
<b>7</b>	<b>Table loan scheme</b>	
7.1	Glynis Gatenby introduced the report and talked through how the scheme would work. She also highlighted the ring-fenced budget reduction to £5,000.	
7.2	Michael Payton asked about the types of devices to be included. GG advised that it will be a small tablet with a value of around £100.	
7.3	Scheme was approved.	
<b>8</b>	<b>Any other business</b>	
8.1	Chris Simpson advised that Meals On Wheels were still parking on site at Old Brewery House, particularly on Saturdays. Pam Norton will remind drivers to park in bays where at all possible (note: it appears that it is mainly one lady not using the bays).	<b>PN</b>
8.2	Chris Simpson advised he has planting responsibilities for the area to the front of Old Brewery House, which belongs to LBS. Pam Norton advised that we need to contact Asset Management (Chris Lychfield) to discuss taking on the land. Glynis Gatenby will advise Ray Alder.	<b>GG</b>
8.3	Val Rollason advised that the door entry camera for the TV screen has been removed from Trickett House and residents without a smart TV (not Wi-Fi related?). Glynis Gatenby to ask Michael Kilkelly to investigate.	<b>GG</b>
8.4	Chris Simpson advised that there are leaks at Old Brewery House; Glynis Gatenby will ask Michael Kilkelly to update Chris Simpson.	<b>GG</b>
8.5	Glynis Gatenby advised that HOC will need a new Chair for the December meeting; she will discuss with Robin Roberts how this would be organised.	<b>GG</b>

**Date of next meeting:** 3 December 2018