

Minutes

Date: 26 October 2022

Meeting	:	Housing Operations Committee
Present	:	Pam Norton, Board Member Annette Dunningham, Board Member Barbara Bransgrove, Board Member Jean Gardner David Bridgen
In attendance	:	Robin Roberts, Chief Executive Glynis Gatenby, Operations Director Michael Kilkelly, Asset Manager Celia Dawes, Executive Support

Item:	Action:
1	Apologies for absence / declarations of interest
1.1	Apologies for absence were received from Michael Payton (Board Member) and resident members Donna Edinboro and Maureen Chapman-Towns.
1.2	Glynis Gatenby reported that Kay Bish will return in January 2023 and that Florence Nazziwa had stepped down from the committee.
1.3	There were no declarations of interest.
2	Minutes of the HOC meeting held 27 July 2022:
2.1	Pam Norton asked if anyone had any comments on the minutes from the meeting held on 27 July 2022. Annette Dunningham referenced item 4.2, 'our residents', where it had been recorded that there were six open cases of anti-social behaviour reported and stated that there was a case of hate crime which she requested to also be kept open. The six cases of anti-social behaviour included the hate crime case and the wording will be amended to reflect this. CD
2.2	The minutes were otherwise agreed to be an accurate record.
2.3	The minutes were approved with the above amendment.

Item:**Action:****3 Actions from last meeting**

3.1 There were no actions resulting from the last meeting.

3.2 Pam Norton requested an update on the handyman service. Michael Kilkelly responded, stating that the first project had been completed at Norman House. He added that he was working through a list where residents who responded to the STAR survey had requested the service. Some requests are over and above what is considered suitable for the service (generally a maximum of half a day labour per job), so expectations will need to be managed. Glynis Gatenby confirmed that the 'soft launch' of the service is mentioned in the next newsletter. It is envisaged that the service will be properly launched and advertised in the next financial year, if the pilot works well.

4 Performance indicators (quarter 2, 2022 / 2023)

4.1 Glynis Gatenby introduced the report which reviews the performance measure results up to the end of September 2022 – quarter 2.

4.2 The following were highlighted:

4.2.1 Our resources:

- average relet time across all our properties is just under 21 days, 35 days for our general needs lets and just under 19 days for our older people homes. We knew our general needs target would not be met due to previously reported tenancy management issues at Wandle Valley
- overall rent arrears figure is 0.7% between general needs and older people housing
- there are eight cases of arrears over £1000 as listed at appendix 2. We are seeing a slight increase in higher cases taking longer to sort out but all under control.

4.2.2 Our communities:

- 36 tablets are currently out on loan
- 128 users of our app, 83% of which are in our older people homes. We will put a flier in the general needs newsletter to promote the app
- we are approaching 1000 followers on our social media
- there has been one complaint between April and September 2022 and 9 service requests (pre-complaints) during the same period
- we have reported receiving 82 compliments, but having checked this morning, this has risen to 85.

4.2.3 Our residents:

- there are five open cases of anti-social behaviour which includes

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one hate crime, with a recent incident being investigated by the police. All other cases are under control

- CCTV has been installed at the scheme where hate crime has been reported since a new incident was reported in October. This has been tested but is still to be commissioned and residents are aware it is in place.

4.2.4 Our homes:

- satisfaction with our emergency repairs service remains at 100%
- urgent and routine repairs are within target
- the lift being out of action at Old Brewery House was due to a breakdown and then an issue with delivery of the required part which was coming from overseas – this has now been rectified
- gas compliance is 100%
- we will introduce a new KPI for the management and monitoring of CO detectors following the introduction of new legislation
- legionella, electrical safety and lift compliance work remains at 100%
- the reported 13 properties without an EPC has now reduced to four, two of which we are unable to do due to tenancy issues.

4.2.5 Our people:

- staff have completed 358 hours of training between April and September.

4.3 Pam Norton asked if the red marker against lift out of service was caused by the lift at Old Brewery House, stating that the same lift was out of service for months a few years ago. Glynis Gatenby confirmed it was. The last time was 5.5yrs ago, however, this time it was due to a communication alarm issue, so we took it out of commission. Unfortunately it took longer than anticipated to get the part from Italy.

4.4 Jean Gardner thanked Michael Kilkelly for his detailed email which explained the issue but said this was a recurring problem and causes hardship to many residents when the lift is out of service. Could a contingency, such as a stair lift, be put in place? Glynis Gatenby replied that unfortunately that would not be possible due to the width of the stairwell.

4.5 Michael Kilkelly added that when the lift from Ronald House is dismantled, we will keep the parts as spares as they are the same lift type. He is also in discussion with the lift consultant and engineers to identify parts that come from Italy and will order these to keep in stock as we have three lifts that are similar so will be better prepared if these issues reoccur. He added that the development programme allows for lift refurbishments and renewals as appropriate.

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4.6	David Brigden commented that it will help to have spares in stock. Pam Norton agreed, saying it was a positive approach to the situation.	
4.7	Pam Norton asked if there were any questions or comments on the report. There were none.	
4.8	The Housing Operations Committee agreed to: i) note the contents of the report	
5	Policies for approval	
5.1	Pam Norton requested that in future, if there are only minor changes to a policy, could these be highlighted to make them obvious? Glynis Gatenby agreed this would be done.	GG
5.2	Neighbourhood management policy:	
5.2.1	Glynis Gatenby highlighted the key changes itemised in point 4.2 of the report and asked if there were any comments.	
5.2.2	Jean Gardner said that she was not aware scheme walkabouts took place. Was a summary of these shared with residents? If so, how? Glynis Gatenby responded that information was shared via the digital notice boards (DNB). Jean Gardner said that she did not find these an effective form of communication, they scroll too slowly and she does not have the time to wait for the cycle to run through. The window cleaning schedule was shown but they arrived two days early – this may have been updated which she could have missed. She also felt that the DNB should be located in the reception area rather than the lounge.	
5.2.3	Michael Kilkelly confirmed that information such as window cleaning schedules is also available on the app. However, he will look at Old Brewery House to see about location of the DNB. There are works due at Old Brewery House in the new financial year, subject to budget approval, so this could be included. We are looking to link the DNBs with the TVs. We do not receive feedback to say that no-one is informed so people are seeing the messages. It is not cost effective to hand delivery individual letters.	
5.2.4	Annette Dunningham commented that there is some information about events but the photos are old and asked could we speed up the scrolling? David Brigden added that some people don't have time to look at all the scrolling. Glynis Gatenby confirmed that information is up to date, although photos are not updated as regularly. The website will shortly have information regarding events so residents can check there too. The scrolling generally takes three minutes start to finish. We could change the speed but it is hard to please everyone.	

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	However, she will pass the feedback to Stacey (ICT coordinator) to look into.	GG
5.2.5	Pam Norton commented that we have to stay mindful of people who do not want to use apps / websites but this is an on-going process that we are working on.	
5.2.6	Jean Gardner brought up some additional issues: were bin store areas maintained and checked? Often, the bins are put back in such a way that it is difficult to access some of them; there is an ongoing issue with smoking in communal areas at Old Brewery House and despite regular notes from Lise (Mellors), there is no improvement; fly tipping continues that they pay for.	
5.2.7	Michael Kilkelly confirmed that we do not add any fly tipping removal costs on to service charges, these are covered by the Society. We do re-charge when we know who has left any items that we remove. Pam Norton felt it was excellent that we charge any offenders that we know of but it is an on-going problem that is difficult to enforce	
5.2.8	David Brigden referred to the paragraph regarding obtaining written consent before parking anything other than a private motor vehicle or motorbike and asked for this to be clarified as there was a taxi on site at Thomas House. Glynis Gatenby said this would include any vehicle being used if a resident was running a business from their home but she would mention this to Lauren (Durand). However, Robin Roberts said that if the taxi was also the only form of transport that the resident had, they would probably get approval.	GG
5.2.9	There being no further comments, the policy was approved.	
5.3	Anti-social behaviour policy:	
5.3.1	Pam Norton asked about the additional information leaflet provided by the Government that was attached to the policy. Glynis Gatenby confirmed that this would be sent to residents if they reported anti-social behaviour.	
5.3.2	Annette Dunningham asked if harassment and hate crime were included in the policy. Glynis Gatenby confirmed they were.	
5.3.3	There being no further comments, the policy was approved.	
5.4	Complaints policy:	
5.4.1	Pam Norton asked if there were any comments or queries on the policy. There were none and the policy was approved.	

Item:**Action:****5.5****The Housing Operations Committee agreed to:**

- i) approve the neighbourhood management policy**
- ii) approve the anti-social behaviour policy**
- iii) approve the complaints policy**

6**Operational update****6.1**

Glynis Gatenby gave an overview of the report:

- a new Men's Club started a couple of months ago which is going well and receiving positive feedback
- the Wellbeing Choir visited Thomas House and will perform at Cloverdale Court in November
- we are expanding our digital offer for during the winter months to provide events and activities, some will be on-line to allow for inclement weather
- three Macmillan cancer events were held which were well attended and raised £210 for Macmillan cancer
- a number of Christmas events are being planned with the Jingle Bell singers performing at Wandle Valley and the Rah Rah theatre group performing pantomimes at three schemes
- Glynis Gatenby and Robin Roberts met with Campbell Tickell following their review of our community engagement. The feedback was very positive and a report will go to the Board in November
- the new Resident Liaison Officer (Development) is focussing on Ronald House but also working with residents at Norman, Thomas and Trickett House
- Xavier Pamment, our ICT assistant, has started university and asked to work part-time to accommodate his studies to which we agreed as we did not want to lose his skills.

6.2

The following development updates were highlighted:

- Norman House – very close to completion with carpeting currently being laid as well as foyer, canopy and signage works taking place. We are planning an opening in December
- Kent Court – the new flat is expected to be handed over in November
- Ronald House – completion of the development works is expected end May / early June 2023
- Thomas House – consultation with residents will begin after Christmas
- Planned Maintenance Programme should be complete by the end of March.

6.3

Pam Norton asked if there were any questions. David Brigden asked if we were increasing the number of car park spaces during the development works. Robin Roberts confirmed that we are increasing the car park as part of the design. However there is a rating given by planners and we also have to increase 'green space'. The whole

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scheme will also be refurbished. Glynis Gatenby added that we will consult with all residents as residents at THO are not yet aware of the number of flats we are proposing.

6.4

Pam Norton thanked David Brigden for his question, agreeing that parking is a problem throughout the area. She said that the Society will do what it can to get around the issue.

6.5

Pam Norton asked about the situation with LBS and Beech Tree Place and asked if the transferred residents will be short term or permanent. Glynis Gatenby responded that a lease arrangement would probably be put in place where LBS will lease the properties for probably ten years then they will join the usual tenancy nomination process – residents will pay their rent to LBS but we will carry out repairs etc.

6.6

Barbara Bransgrove asked if electric car charging points would be put in at any schemes. Robin Roberts responded that 'passive' points would be put in place as part of the development planning so that charging points can be installed if needed. ('Active' charging points are physical points, 'passive' points are where conduit is in place to take the physical points).

6.7

The Housing Operations Committee agreed to:

i) note the contents of the report

7

Any other business

7.1

There was none.

Date of next meeting: 25 January 2023 (subject to Board approval)