

# Minutes

Date: 9 July 2023

---

**Meeting** : **Housing Operations Committee**  
**Present** : Pam Norton, Board Member  
Michael Payton, Board Member  
Annette Dunningham, Board Member  
Barbara Bransgrove, Board Member  
David Brigden

**In attendance** : Robin Roberts, Chief Executive  
Glynis Gatenby, Operations Director  
Celia Dawes, Executive Support

---

Item:	Action:
<b>1</b>	<b>Apologies for absence / declarations of interest</b>
1.1	Apologies for absence were received from resident members Kay Bish, Maureen Chapman-Towns and Jean Gardner.
1.2	There were no declarations of interest.
<b>2</b>	<b>Minutes of the HOC meeting held 19 April 2023:</b>
2.1	Pam Norton asked if anyone had any comments on the minutes from the meeting held on 19 April 2023. There were none.
2.2	The minutes were agreed to be an accurate record and were approved.
<b>3</b>	<b>Actions from last meeting</b>
3.1	All actions were reported as having been completed.
3.1.1	Item 7.4 - single equalities scheme training: this has been arranged for 25 July 2023 with Sarah Elkington, our training consultant, leading.
3.1.2	Item 7.6 – single equalities scheme: a new IT buddies initiative has been introduced and a charter is being drawn up. The IT buddies will show others how to use on-line shopping etc.
3.1.3	Item 8.6 – car parking at Peppermint Court: Annette Dunningham reported that several other people have been parking at the scheme.

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

Glynis Gatenby asked that residents report this to us and we can check CCTV. David Brigden stated that there was not enough parking at schemes and asked if the same scheme being used at Cloverdale Court could be used. Glynis Gatenby responded that this involved giving registration numbers to the company prior to parking and we can only cancel three tickets per month without incurring any fees. We will monitor the system at Cloverdale and then consider rolling it out across other schemes. Robin Roberts added that the planning department have refused permission for additional car park spaces when included in development applications. We will continue to monitor the situation at Peppermint Court.

**4 Performance indicators (quarter 1, 2023 / 2024)**

4.1 Glynis Gatenby introduced the report which reviews the performance measure results for quarter 1, April – June 2023.

4.2 Arrears cases exceeding £1,000 are itemised in appendix 2 and we are requesting approval of two write-offs which are summarised in appendix 3.

4.3 The following were highlighted:

4.3.1 Our resources:

- average relet time across all our properties is 25.67 days which is slightly outside of agreed target but within tolerance. This is mainly due to one letting in June 2023 at Cloverdale Court which took longer to let due to multiple issues. There were no vacancies in our general needs stock in quarter 1
- rent arrears as at 02 July 2023 stand at 0.81%. One large arrear was cleared at the end of June but due to IT issues, this was not posted in time to be included in the end of June balance. This will reflect in July figures
- three cases of arrears over £1,000 as shown in the appendix
- two former tenant arrears for write off as shown in the appendix

4.3.2 Our communities:

- 30% of residents using the resident app, primarily to report repairs. Annette Dunningham asked if a 'communal' page can be provided so that repairs for communal areas can be reported rather than them being recorded against an individual property. Glynis Gatenby felt probably not as this was an off the shelf product but will check with Stacey (Smither-Moore).
- 51 compliments have been received
- one pre-complaint was received regarding time taken to resolve a shower issue, once resolved, the resident gave us a compliment

**GG**

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

- 4.3.3 Our residents:
- there are three open cases of anti-social behaviour, two (one of which is the hate crime) are inactive but being monitored. The active case involves stalking and harassment and legal advice is being sought for an injunction
- 4.3.4 Our homes:
- repairs / maintenance / compliance performance remains strong
  - there are two outstanding EPCs due to access issues
  - new fire risk assessments have been carried out and we are working through the reports and seeing what is required. Once this is done, the website will be updated
  - the monthly damp and mould report shows no new cases. The resident in the existing case has been informed that there are 36 families above her on the register for a three bed house and another ten for a four bed house. Lise (Mellors), housing officer, met her last week and she is happy with the actions we have, and are still, taking
- 4.3.4.1 Annette Dunningham brought up issues with window cleaning at Peppermint Court that had been brought up at the contract and performance meeting. Glynis Gatenby confirmed that overall the service was going well although there were the occasional issues reported that are addressed.
- 4.3.4.2 Michael Payton asked if two bedroom houses were the biggest of our stock. Glynis Gatenby confirmed that we have a number of three bed and a couple of four bed houses on the Wandle Valley estate in addition to a pair of three bed semis that are not on Wandle Valley.
- 4.4 The Helping Hands fund had been introduced but there has been no uptake to date, although colleagues have obtained grants for individual residents by other means. This will continue to be promoted.
- 4.5 Pam Norton referred to the gas safety showing red on the report. Glynis Gatenby confirmed that the test was carried out one day late due to an issue with the meter which had to be repaired. The resident was unwell but allowed the repair to be carried out as it was external works but would not allow our contractor to enter the property to carry out the gas safety checks.
- Pam Norton commented on the excellent results for rent arrears and low number of write offs and asked if there were any further questions or comments on the report. There were none.
- 4.6 **The Housing Operations Committee agreed to:**
- i) note the contents of the report**

**Item:**

**Action:**

- ii) note the arrears cases exceeding £1,000**
- iii) approve the write off sum of £3,772.14 for two cases**

## **5 Operational update**

5.1 Glynis Gatenby highlighted the following from the report:

- community engagement was going from strength to strength with 82 opportunities for residents to be involved so far this year
- the gardening competition had been judged yesterday
- nominations for the Pat Shaw award are ongoing with the winner being announced at the AGM
- Yasmin Taylor had started in post as lettings officer and was settling in well
- Lauren Durand, housing officer, was leaving us at the beginning of August and moving away. Interviews will be held for the vacant position next Friday
- Steve Smith has decided to retire in December and will be greatly missed. He is currently away and staff / contractors are covering his duties
- recruitment for the property officer will be carried next month.

5.2 Development update:

- gardening works at Norman House were progressing well with an inaugural BBQ being held next month. Residents have commented on how much the lounge is now used which is bringing residents together. The scheme has also been shortlisted for a national award from Inside Housing – “Best supported housing development – urban”
- Ronald House development is progressing although the works are around two to three weeks behind. Our asset manager is working with the contractors to get our works done (planned maintenance, kitchen replacements etc) whilst they are in occupation
- Bridges Court – early autumn start expected
- Trickett House – works to start next spring, two phases, Cloverdale Court will follow
- Thomas House – development postponed until 2025 so consultation with residents will not take place now as there will probably be some tenancy changes in the meantime

5.3 Glynis Gatenby added that some works on the planned maintenance programme may not happen as we are a man down and they would be hard to manage but she should have more information by the next meeting.

5.4 Tenant Satisfaction Measures (TSM) – we have a 32% response rate so far. The second round of surveys are being issued which will all be hard copy. We have also made the offer of assistance to complete the survey (we cannot offer advice). We are currently at the same

Item:	Action:
	percentage of responses as at the same stage with the STAR survey and need 44% to be statistically valid – only another 86 forms are required to get to 50%.
5.4.1	The Regulator for Social Housing has contacted small housing associations asking for volunteers to pilot the tenant satisfaction measures. We have put ourselves forward as we have already started and we can give feedback now so we are waiting to hear back from them.
5.4.2	Annette Dunningham asked if the TSMs were confidential. Glynis Gatenby confirmed that they were with only herself and Celia Dawes seeing who each form was from. We have offered a variety of ways to complete the form; digital, hard copy, face to face, telephone although we realise that people are more willing to be critical if not face to face.
5.5	The single equalities scheme update is in the report. When major projects / developments are planned, we have to make sure that the proposals don't adversely impact those with protected characteristics so an equalities assessment is required for the development at Trickett House.
5.6	The 'no contact' report which is run monthly raised no issues of concern.
5.7	Michael Payton commented that it was good to see the level and breadth of our community engagement offering which sets SHS apart from other housing associations. He congratulated the team for all the work that is involved.
5.8	Annette Dunningham raised an issue with the community engagement calendar on the website which appears to show incorrect times for events. Glynis Gatenby will refer this to our IT department. <b>GG</b>
5.9	Pam Norton asked if there had been any issues with the new community at Norman House engaging. Glynis Gatenby replied that things have settled and the new and original residents now meet up but there is a different approach in terms of the new residents' expectations with some expecting an increased service. Robin Roberts added that we have almost doubled the number of residents at the scheme. Pam Norton suggested there would be some useful learning from this first scheme development. Glynis Gatenby agreed and said that staff being present on particular dates / times in the first few months had helped.
5.10	Pam Norton asked if there were any questions or comments. There were none.

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

- 5.6 The Housing Operations Committee agreed to:**  
i) **note the contents of the report**  
ii) **note the single equalities scheme update**

**6 Policies for discussion and approval**

6.1 Glynis Gatenby introduced the report, stating that we were seeking approval for two policies which had been reviewed, safeguarding adults and safeguarding children. Both policies are mainly legislative driven and there is very little change (amendments are in red / blue font). The procedures have been removed from the policy but the housing team have confirmed that these are correct and in place.

6.2 Annette Dunningham asked how do we know if something reported has been dealt with. Glynis Gatenby responded that all reports are logged. Staff are currently receiving updated safeguarding training.

6.3 Michael Payton asked if there was a counterpart document on procedures that runs alongside the policy. Glynis Gatenby confirmed there was but this was an internal document which is not reviewed by the Housing Operations Committee.

6.4 There being no further comments, the policies were approved.

- 6.5 The Housing Operations Committee agreed to:**  
i) **approve the safeguarding adults policy**  
ii) **approve the safeguarding children policy**

**GG / cd**

**7 Any other business**

7.1 There was none.

**Date of next meeting:** 18 October 2023