

Minutes

Date: 30 July 2025

Meeting : **Housing Operations Committee**

Present : Pam Norton, Board Member
Michael Payton, Board Member
Barbara Bransgrove, Board Member
Anne Brown, Resident Member
Jean Gardner, Resident Member
John Vine, Resident Member
David Brigden, Resident Member

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

Observing: : N / A

Item:

Action:

1 Apologies for absence / declarations of interest

1.1 Apologies for absence were received from Annette Dunningham, Board Member and Peter Burdon, Resident Member.

1.2 There were no declarations of interest.

2 Minutes of the HOC meeting held on 23 April 2025:

2.1 Pam Norton asked if anyone had any comments or corrections on the minutes of the meeting held on 23 April 2025. There were none.

2.2 The minutes were agreed to be an accurate record and were approved.

3 Actions from last meeting

3.1 Glynis Gatenby confirmed that all actions had been completed. David Brigden questioned whether a letter had been sent to all Thomas House residents regarding the fitting of the new front

Item:**Action:**

entrance door. Glynis Gatenby responded to say she was sure a letter had been issued but would check and let him know.

GG**4 Performance measures (quarter 1, 2025 / 2026)**

4.1 Glynis Gatenby introduced the report which reviews performance measure results to the end of quarter 1.

4.2 *Our resources:*

- average relet times, across our general needs and housing for older people, was just outside our target of 21 days at 23.3 days. This was mainly due to staff shortages at the council which led to a delay in nominations being sent through. The housing team remain confident that they will meet the target making up time throughout the year
- rent arrears stand at 0.75% with all necessary actions being taken
- former rent arrears have improved slightly, standing at 0.12%
- there are seven cases of arrears over £1,000, with all but one within our general needs homes. All cases are being managed as outlined in appendix 2

4.3 *Our communities:*

- 58% of our residents in older peoples housing are using digital platforms with 168 using the resident app
- we currently have 1304 social media followers
- we received one service request and two complaints during quarter 1. The response to one complaint was one day late. This was due to the repair being carried out on the day the response was due, so we wanted to ensure this was completed before responding. Point 5.4 lists the service request and complaints. The complaint regarding service contracts at Old Brewery House has now been escalated to stage 2 and will be responded to by Glynis Gatenby
- 32 compliments were received, mainly regarding contractors and community engagement events

4.4 *Our residents:*

- there are seven open / active anti-social behaviour cases at the end of June which are listed at point 6.3.

4.5 *Our homes:*

- emergency and non-emergency repairs are performing well with 100% and 99.3% respectively
- gas, smoke and carbon monoxide alarm remains at 100% compliant
- electrical safety and legionella testing remains at 100%

Item:**Action:**

- lift out of action routine measure stands at 6 days and lift out of action major repairs stands at 33 days
- lift servicing remains at 100%
- item 7.4.2 gives details of an accident with a lift involving a resident at Thomas House where she tripped coming out of the lift. This is currently with our insurers
- The lift at Old Brewery House has recently had an issue which was due to inappropriate use – moving heavy furniture
- new FRAs are almost complete – a meeting will be held with Delco (inspectors) and the property team to review the reports
- cleaning, window cleaning and grounds maintenance performance meeting was held recently. Apart from a few concerns at Old Brewery House, the contracts seem to be running fine
- there was a report of condensation in a flat at Trickett House – advice and information has been given to the resident (air circulation needed to be improved)

4.6

Our people:

- employees have carried out 48 hours of training up to the end of quarter 1
- the government is introducing the “Competence and Conduct Standard for social housing” from October 2026. There will be a four-year transition period for small housing providers to enable landlords, study centres and the wider sector to prepare and implement the change. When we know what is required we will carry out a gap analysis – some re-training and / or additional training may be required

4.7

David Brigden asked what constitutes an emergency repair. Glynis Gatenby responded, saying that anything that could be a health and safety issue, we would attend and carry out works to make safe and then re-attend to complete the repair. David Brigden mentioned a leak (ceiling / roof) he had reported but had not heard back. Glynis Gatenby said she would look into this for him.

GG

4.8

Michael Payton referred to item 5.4 complaints, asking what the term service contracts referred to. He asked if more information could be provided in future for context.

4.9

Michael Payton asked what was meant with regards to medium actions ‘outstanding although in hand’ within the FRA report. Glynis Gatenby replied that this would be items such as signage where works orders had been issued but were not complete or where we were awaiting prices for the works. These would appear as not completed in the next FRA report.

Item:**Action:**

- 4.10 Michael Payton referred to the “Competence and Conduct” standard, commenting that the training all became part of the resilience of the organisation. He said that he would support any training needed and for upskilling / over-training for employees rather than under-training.
- 4.11 Pam Norton asked if any evidence had been supplied by the resident who had tripped coming out of the lift. Glynis Gatenby confirmed that photos had been sent to us and we had also taken photos the following day. The lift was shut off immediately and the lift engineers attended the next day but could not replicate the incident. The insurers are defending the claim.
- 4.12 There were no further questions or comments.
- 4.13 **The Housing Operations Committee agreed to:**
i) **note the performance for quarter 1, 2025 / 2026**
ii) **note the arrears cases exceeding £1,000**

5 Operational update

- 5.1 Glynis Gatenby introduced the report which provides information on the operational work undertaken since the last meeting.
- 5.2 Community engagement
- 5.2.1 One of the key events in community engagement has been the introduction of the intergenerational connect project to residents at Dorothy Pettingell House. From September, we will have two projects running involving the continuation of the project at Norman House with a local school and a new project at Dorothy Pettingell House with a different local school
- 5.2.2 The VE Day celebrations were well received at Trickett House. Coming up, we have the two VJ Day events in August and the gardening competition and Pat Shaw award
- 5.2.3 The evaluation report on our community engagement work undertaken during 2024 / 2025 and presented to Board is included in the papers at appendix 1
- 5.3 The (wider) Sutton Housing Society team
- 5.3.1 Sutton Housing Society was again recognised in the Sunday Times best places to work 2025 list. We were also named as the best not for profit (small) to work for.
- 5.3.2 Michelle Easton, our Management Accountant, will be returning

Item:**Action:**

from maternity leave in September. Daisy Bushby, who has been covering some of the role, will return to her role as Finance Officer having gained a wealth of experience and knowledge.

5.3.3

We will be holding a team awayday in September where we will focus on our values, collective responsibility etc.

5.4

Potential eviction

5.4.1

An eviction is planned to take place on 20 August 2025. It is very rare that we apply to the court for an eviction warrant and this has been very carefully considered. The resident and her partner are both disabled and have allowed their home to fall into disrepair, having denied access to us to carry out repairs. This non-compliance has led to the eviction. We continue to work with our partners at the council, adult social care etc, who are aware of the eviction and were due to visit this week (Tuesday) but we are unaware as to whether they gained access. The couple may still apply to the court to try to stop the eviction.

5.5

Development:

5.5.1

Robin Roberts gave an update on development.

5.5.2

14 Griffiths Close flat conversion (one large flat into two smaller flats): one of the flats will be completed by this week with the other flat being part of the future development of the scheme.

5.5.3

Trickett House development: the procurement tender exercise is close to completion and our grant application has been submitted to the GLA.

5.5.4

Wandle Valley: we have met with the new Head of Planning at the council who is supportive of our proposals. The applications for McRae Lane and Tull Street have been re-submitted for planning approval with a decision expected in late August.

5.5.5

Robertson House: there is an opportunity to develop a maisonette to the side and flats on the roof – these will be split into two projects with planning applications and resident consultations being carried out separately.

5.5.6

Peppermint Court – two new flats: resident consultation is complete with no objections and the proposed scheme will now be submitted for a pre-application with the council.

5.6

Planned maintenance programme 2025 / 2026:

5.6.1

Item 7.1 outlines the progress being made with the planned

Item:**Action:**

maintenance programme and all is going well.

5.7 Residents charter group:

5.7.1 Glynis Gatenby reported that the residents' charter group had met twice since the last HOC meeting. In May they had discussed the changes to the communal heating systems with OfGem and the energy ombudsman.

5.7.2 When they met in July, they discussed the TSM (tenant satisfaction measures) perception survey which will start in mid-August. They have agreed the introduction letter which will accompany the survey. The survey will mainly be hard copy but some will be on-line. The survey report will be presented to Board in November and then to HOC in January 2026.

5.8 Pam Norton asked if all sites were covered by the community engagement offer. Glynis Gatenby responded that all residents in our older people housing homes can attend any of the events. The events are mainly held at the schemes with lounges.

5.9 Pam Norton asked if we can tell who has never attended. Glynis Gatenby replied that we do keep a list of attendees – approximately 43% of residents do attend. Some residents are still working so are unable to attend. She added that we are looking at compiling a list of residents in our general needs homes who are 55+ and inviting them along to events.

5.10 Pam Norton suggested that it is quite difficult to carry out an evaluation as the percentage of people who never attend is quite high, it is difficult to get feedback. Glynis Gatenby agreed and said we do ask residents why their neighbours do not attend but we need to ask them directly. Next year we are planning to survey all residents who could attend, so hopefully we will get some answers there.

5.11 Jean Gardner noted that we are looking to target more events at the younger end of the older people. She asked if that was because we noticed they are not attending. Glynis Gatenby replied that it was more to do with looking ahead and future-proofing our offer.

5.12 Barbara Bransgrove asked what work was carried out on the air source heat pump at Norman House. Glynis Gatenby confirmed this was required because the balancing was out of kilter and general maintenance.

5.13 There were no further comments or questions.

Item:**Action:****5.14 The Housing Operations Committee agreed to:
i) note the contents of the report****6 Tenant satisfaction measures survey 2025**

6.1 Glynis Gatenby introduced the report explaining that the Regulator for Social Housing (RSH) requires all registered providers to generate and report tenant satisfaction measures (TSMs). The survey is carried out in a form prescribed by them, in an order and wording prescribed by them with no deviation. We carried out the last survey and the Board agreed that every other survey is outsourced so this time it is being carried out by Acuity (who previously carried out the STAR surveys).

6.2 The survey comes in two parts:

- 1) TSM survey with residents (called a perception survey)
- 2) Management data, reporting performance relating to statutory health and safety matters, complaints and anti-social behaviour

6.3 The programme for the TSM (perception) survey is tabled at item 4.3, beginning on 18 August, with the final report being issued on 7 November.

6.4 If there is no response from a resident who received the on-line survey, a hard copy will be sent. We can arrange in person or telephone assistance for anyone really struggling to complete the survey but will keep these to a minimum.

6.5 As an incentive to respond, there are 3 x £50 vouchers of the winners' choice to be won. Winners will be randomly selected by Acuity.

6.6 This is a household survey, not individual, and we will be provided with a copy of all comments / feedback given. This will be fed into an action plan or responded to if required.

6.7 To be statistically valid, we need a 44% response level. Last time we achieved 54%. We are a bit concerned that overall satisfaction levels may fall due to the recent issues we have had with lifts and heating at some schemes.

6.8 Pam Norton commented that by stage 4 of the programme, we will have tried several times to get a response. Glynis Gatenby agreed, they will have had the original on-line survey, a reminder and then a hard-copy.

Item:**Action:**

6.9 Pam Norton asked if there were any further comments. There were none.

6.10 The Housing Operations Committee agreed to:

i) note the contents of the report

7 Any other business

7.1 Dave Brigden asked if there was any reason the waste bins had been taken out of the bin store and left on the other side of the area? No reason could be given, and he was advised that the council need to be contacted.

Date of next meeting: 22 October 2025 at 5.30pm