

Borough Wide Tenants Forum

Minutes of the Meeting held on 20th November 2024 at 11am

Present: Sue Healy, Percy Rooke, Kath Wilkins, John Holt, Sandra Holt, Denise Baum-Pick, Ellen-Jane Brooks, David Baldwin, John Hinds, Jenny Harvey, Angela Coates
Director of Housing, Julie Richardson Neighbourhoods & Tenant Involvement Officer,
Paul Docherty Performance & Quality Officer

Apologies: Roger Price Helen Parton Housing Services Manager

	The meeting commenced at 11.00 am with Percy in the chair.	
	Welcome & introductions.	
	Apologies Above	
46.24	Minutes from the last meeting and matters arising not on the agenda. Minutes of the last meeting were agreed by Sue & Jenny AOB 45.5 Newly installed handrail to the front of 22-28 Drayton Court is loose. 45.6 Investigations to find the best solution for drainage at Drayton Court is ongoing.	
47.24	Feedback from Community Panels Sandra will look to arrange a meeting early next year for Mancetter Community Panel. Tenant's meetings continue to be held around the borough, recent meetings have been held at Water Orton and Baddesley. One of the main themes raised is external painting and facias.	
48.24	Update from Tenant Led Scrutiny Panel Paperwork from the latest scrutiny exercise has been returned to Sue. Panel members who participated in making telephone calls gave feedback in the meeting. Not all ASB reports were noise related, some reports may have started out as a noise complaint and had escalated to another type of ASB. Scrutiny panel members found these conversations quite difficult to listen to.	

	<p>General outcomes from the calls were that some tenants did not feel they had been supported enough throughout the process; others were satisfied that a resolution had been found. Sue will compile a report from the information provided, officers names will be omitted from the report and will be provided for Angela separately.</p> <p>Scrutiny is still at its early stages with 2 projects being undertaken this year. It is still a learning process; small changes may be required for future exercises. The telephone protocol will be reviewed periodically and updated as lessons are learnt.</p> <p>A new case management system for anti-social behaviour has been purchased to help co-ordinate information. The new system will help officers to respond to tenants reports and track progress, to record and report on one app.</p>	
<p>49.24</p>	<p>Arrangements for fire safety in blocks of flats</p> <p>The Fire Safety Management Policy has been circulated along with a report which reflects on the summary findings of the Grenfell Tower Inquiry. The report provided a recommendation to Resources Board and advises the Board about implications for the Council.</p> <p>Findings from the inquiry resulted in materials used were not fit for purpose, issues were identified around governance, customer service, staff attitude and a poor repairs service. The inquiry found that the fire risk assessor appointed was ill qualified to carry out fire risk assessments for a building the size and complexity of Grenfell Tower.</p> <p>The Social Housing Regulator is expected to play an active role in overseeing safety standards. An annual return is sent to the Regulator in which landlords must account for their provisions for safety in their stock – fire, asbestos, legionella, and gas installations.</p> <p>The Fire Safety Policy has been approved. Fire risk assessments are carried out in communal areas of flats by an accredited company. Tenants are kept informed about fire safety by an advice leaflet which</p>	

	<p>will be reviewed and delivered again to all flats in February 25. Vulnerable tenants and those with mobility issues are being considered, advice will be taken from the fire and rescue service following consultation on safe evacuation in the event of a fire.</p> <p>New fire doors have been fitted at Chancery Court, Drayton Court and Abbey Green, a program has started at St Leonards and Alexandra Court. There will be an annual check on fire doors and tenants will be given information to not alter, tamper or cause damage, this may compromise the door.</p> <p>John Hinds asked whether the closures on flat doors could be adjusted to prevent slamming of the door. The closure must be sufficient to close the door, too much adjustment could result in the door not closing.</p> <p>John Holt asked whether fire extinguishers are provided in communal areas of flats. Following recommendations from fire risk assessments, fire extinguishers have been removed from communal landings. Tenants are not trained to use fire equipment and are not expected to tackle a fire, this may hinder escape.</p>	
<p>50.24</p>	<p>Update on review of Maintenance Service, including bringing the gas heating service back in house</p> <p>From the 1st May new arrangements have been in place for the Maintenance Service with 5 planners in tenant liaison roles helping to keep tenants informed. An organisational chart for Housing Maintenance has been circulated identifying roles for Planned Maintenance, Reactive Maintenance, Compliance and Gas. From 21st December the gas heating service will change from Sure Maintenance and will be brought back in house to improve customer service.</p>	
<p>51.24</p>	<p>Feedback from Social Housing Regulators recent inspections & Housing Ombudsman conference</p>	

	<p>A joint meeting with the Borough Wide Tenants Forum and Housing Task and Finish Group will be arranged for January. The last joint meeting looked at Regulatory Standards, observations and gaps, the next meeting will be taking a look at actions. The Regulator will have close scrutiny of Registered Providers when they undertake an on-site audit of the service delivery against published standards every 4 years. Grades from the Regulator will fall into one of the following: C1 Best Landlord delivery, C2 Weakness in delivery, C3 Serious failings, C4 Very serious failings. If a weakness in delivery is identified there should be an action plan in place. Angela has attended the Housing Ombudsman Conference along with Councillor Denise Clews. Councillor Clews is Chair of the Housing Task & Finish Group and Member responsible for complaints.</p>	
<p>52.24</p>	<p>Agenda items for next meeting Performance update quarter 2</p>	
<p>53.24</p>	<p>Any other business</p> <ol style="list-style-type: none"> 1. Following drainage investigations at Drayton Court, rubble and safety fencing has been left at the rear of the flats. Jenny asked whether this could be removed. Investigation work remains ongoing. 2. New communal front doors at Drayton Court have recently been fitted. Inside 36-42 the plaster is cracked and broken above the door. 3. Dog fouling remains an issue around the flats and garages. TSO is aware. 4. Recently repaired communal door to block 8-14 Chancery Court had been jammed open on a screw. This has since been released and is working correctly. 5. Dates for upcoming meetings will be proposed and brought to the next meeting to be agreed. 	

	<p>6. Angela requested an additional forum meeting to agree the Tenant Partnership Agreement. This has been scheduled for 16th December at 11am and was agreed during the meeting.</p> <p>7. John raised issues with grass cutting around Mancetter not to a reasonable standard.</p> <p>8. Planters at Lewis Close are in need of attention. Sue asked whether the planters could be part or fully removed to allow for additional parking. Quotations for removal were obtained some time ago, the area will be inspected again to identify any required works.</p> <p>Meeting dates: Tenant Led Scrutiny will be held on 4th December 2024 at 11am Borough Wide Tenants Forum will be held on 16th December 2024 at 11am</p>	<p>All Members to note date of next meeting</p>
	<p>Percy thanked everyone for attending. The meeting closed at 12.20pm</p> <p>Signed, to confirm that these minutes are a true and accurate record of the Forum Meeting held on 20th November 2024</p> <p>.....</p>	