

Borough Wide Tenants Forum

Minutes of the Meeting held on 15th January 2025 at 11am

Present: Roger Price, Sue Healy, Percy Rooke, Kath Wilkins, John Holt, Sandra Holt, Denise Baum-Pick, David Baldwin, John Hinds, Angela Coates Director of Housing, Julie Richardson Neighbourhoods & Tenant Involvement Officer

Apologies: Ellen Jane Brooks, Jenny Harvey

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| | The meeting commenced at 11.00 am with Roger in the chair. | |
| | Welcome & introductions. | |
| | Apologies Above | |
| 1.25 | <p>Minutes from the last meeting and matters arising not on the agenda.</p> <p>Minutes of the last meeting were agreed by Sandra & John Holt</p> <p>Roger gave a short overview to forum members who were not in attendance at the joint meeting with Housing Task & Finish Group. There was an agenda item covering the Devolution proposals and what this would mean for local authority. The item will continue to be discussed at future meetings when more detail and information is made available.</p> <p>53.24.8 Suggested removal of planters at Lewis Close to allow for additional parking. Sue asked for consideration to be given to the pot of money allocated for Community Panels to be used on larger improvement projects throughout the borough or in areas where there is no Community Panel. This would require a review of the policy to make the criteria for Community Panels more flexible and to consider other options.</p> | |
| 2.25 | <p>Feedback from Community Panels</p> <p>There have been no Community Panel meetings arranged to date. Sandra will arrange a date to hold a meeting with Mancetter Community Panel.</p> | |

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| | <p>Percy reported on the success of weekly coffee mornings held at Drayton Court with up to 13 attending.</p> <p>Denise has been unable to use Penmire communal room for her craft group. The room has been closed temporarily to rectify damage caused from a recent break-in.</p> | |
| 3.25 | <p>Update from Tenant Led Scrutiny Panel</p> <p>Results from the Scrutiny Report indicated that tenants find it easy to report a problem of anti-social behaviour but that the Housing response is not consistent in its approach. Sue asked whether complaints relating to ASB could be separated to feed into Scrutiny.</p> | |
| 4.25 | <p>Performance Update Quarter 1</p> <p>Angela gave an overview of the Tenant Satisfaction Measures.</p> <p>Telephone surveys have begun for the repairs service and feedback cards are being left with tenants. The Equalities Policy has been agreed. A review is to follow looking at developing an approach to how tenant's needs are met, and services are tailored. A comprehensive case management approach for damp and mould works will be implemented from February 2025.</p> <p>A contractor has been appointed to evaluate the energy performance of 140 properties that currently have an EPC grade D or less. Some of these properties have solid walls, others a small cavity and would benefit from external wall insulation.</p> <p>Repairs performance has improved over the year, repairs completed in target time scales is at 83%. Repairs are delivered in 24 hours for emergency or make safe, 28 calendar days for routine repairs, and 90 working days for more complex works. Timescales must be set as a service standard and having this standard and target as part of the performance return.</p> <p>At the end of November, 6 properties had an out-of-date gas certificate. From December the gas heating service was brought back in-house to improve</p> | |

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| | <p>customer service and ensure a thorough boiler service to prolong the life of the gas boilers and avoid break downs. Sue gave compliments to a recent gas survey carried out at her home. Time was taken on the service, and the certificate was available immediately.</p> <p>There are 8 outstanding Electrical Condition Reports, 3 of these have appointments made to attend. There was discussion around electrical consumer units and whether these could be lowered during upgrades and rewires.</p> <p>Adaptations information to follow.</p> <p>Fire risk assessments are ongoing, housekeeping proves to be challenging. Letters to occupiers along with a fire safety leaflet will be delivered to all flats in February.</p> <p>Relet times on older properties are sometimes increased due to them requiring extensive works. There is to be a review of the Vacant Property Standard and voids procedure. The forum will be involved in the review, it was agreed this would feed into Scrutiny Group.</p> <p>There are less cases of anti-social behaviour than the benchmark average. Following a recent Scrutiny exercise looking at ASB noise nuisance, satisfaction is being considered and addressed.</p> <p>Rent collection is crucial. Data at year end gave fluctuations dependant on the timing of Direct Debit payments and payment delays in the Universal Credit system. A software system, Mobyssoft, analyses payment behaviour and alerts the officer to contact the tenant if they fall into arrears, early intervention is important.</p> <p>Complaints</p> <p>Complaints and feedback are encouraged to promote learning. From April to November the Council responded to 49 complaints at Stage 1, 5 were made at Stage 2. No complaints to date have been escalated to the Housing Ombudsman. Angela</p> | |
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| | <p>gave examples to give a little clarity on the type of complaints received.</p> <p>There have been 46 compliments received from April to November. An error on the sheet was noted, Angela will look to amend the figure. Roger has been unable to report a compliment on the website and would like this to be looked at to make the process easier rather than deterring people who wish to offer a compliment.</p> | Angela |
| 5.25 | <p>Capitol Works Programme for 2025 2026</p> <p>The proposed capital programme/ improvement programmes will be submitted to Resources Board at its meeting on 27th January 2025. The drivers for the capital programme remain the Decent Homes Standard and safety compliance.</p> <p>Proposed are:</p> <p>Continue with electrical upgrades and rewires following inspection reports.</p> <p>Continue with heating installations to meet Decent Homes Standard</p> <p>Provide a full roof programme (including fascia's) tender 10th Jan 25.</p> <p>Continue with kitchen improvement programme tender Mar 25.</p> <p>Seek grant funding for an energy efficiency programme for EWI and Air Source Heat Pump heating systems.</p> <p>Continue with a programme of fire door replacement for blocks of flats.</p> <p>Seek to undertake compartmentation works for flats.</p> <p>Demolish garages that are beyond repair.</p> <p>New build homes will be considered as funds allow.</p> <p>Available Right to Buy receipts are being used to fund new homes off Holly Lane, and a development on Long Street Atherstone.</p> | |
| 6.25 | <p>Review of the Maintenance Leaflet</p> <p>There will be a review of all leaflets provided to tenants to ensure information its current. Angela is consulting with a new company to produce leaflets and will look at other methods of communication for example pod casts etc.</p> | |
| 7.25 | <p>Agenda items for next meeting</p> <p>Review criteria for Community Panels</p> | |

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| | Outcomes Report AGM speaker and arrangements | |
| 8.25 | <p>Any other business</p> <p>Roger raised an issue with a recently installed shower. The temperature setting inside the shower is set during installation, this may not be the required temperature for the tenant who should be given a choice.</p> <p>Part of the fencing has been broken down at Penmire giving access for a walkway onto the field. Due to a recent break-in at the communal room Denise asked if the fence could be reinstated for security.</p> <p>Increase in dog fouling on footpaths around Priory Walk to be reported to Environmental Health.</p> <p>Chancery Court - A ground floor window has been boarded up and is awaiting a repair. Dog fouling on the garage site and drying area is ongoing and remains an issue. One of the intercoms isn't working resulting in the communal door being propped open. There's weeds, debris and a collection of water on the garage roofs. Electric scooters taken into the communal area of the block are making the floor dirty and slippery when wet. Door mats by front and rear doors require replacements.</p> <p>Drayton Court - Following a door replacement the door trim on one of the flats hasn't been finished off. There's been a heating replacement from electric to gas in one of the flats, the tenant is awaiting a revisit to replace a switch in the airing cupboard to a socket. A tenant has been waiting for an appointment, a storage heater in her lounge which isn't working. 29-35 rear communal door is leaking. Door mats by front and rear doors require replacements.</p> | |

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| | <p>Meeting dates: Tenant Led Scrutiny Panel meeting Wednesday 19th February 2025 Borough Wide Tenants Forum meeting Wednesday 12th March 2025</p> | <p>All Members to note date of next meeting</p> |
| | <p>Roger thanked everyone for attending. The meeting closed at 12.30.</p> <p>Signed, to confirm that these minutes are a true and accurate record of the Forum Meeting held on 15th January 2025</p> <p>.....</p> | |