

**MINUTES OF THE LANDLORD SERVICES WORKING GROUP**

DATE: 11 June 2024

VENUE: Forest Meeting Room (Council Chamber) TIME: 10:00am

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| **Present:** | | | |
| Shirley Green (SG) | | Sandra Houghton (SH) | |
| Nicky Larkin (NL) | | Cheryl Gamble (CG) | |
| Nigel Hill (NH) | | Cllr A Woodman (AW) NWLDC | |
| Brian Wills (BW) | | Amanda Harper (AH) NWLDC | |
| Sandra Newell (SN) | | Sharon Cole (SCO) NWLDC | |
| Mitchell Dean (MD) | | Laura Smythe (LS) NWLDC | |
| Pam McGowan (PM) | | Peter Warren (PW) NWLDC | |
| **Apologies:** | |  | |
| Janet Preston (JP) | | Graham Carr (GC) | |
| Sue Quincy (SQ) | | John Lakin (JL) | |
| Isobel Harris (IH) | | Cllr Alison Morley (AM) NWLDC | |
| Sue Carr (SC) | |  | |
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|  | **ITEM** | | **ACTION** |
| **1.** | **Welcome & Apologies**  AH welcomed everyone. Apologies as above. Introductions for MD. | |  |
| **2.** | **Minutes of the previous Meeting**  PW pointed out the correction of the month from March to May, otherwise minutes approved and agreed as accurate. | |  |
| **3.** | **Matters Arising/ Actions**  *PM asks what the plans are for weed killing and bush cutting. PA advises this happens every winter and is still being completed now council instructed PA to not use a certain weed killer due to identified risks. JR advised that she would be asking for this to be revisited for the Housing sites.*   * Update 21/05/2024: AH advised that no update has been supplied as JR is unable to make the meeting. The action will be carried forward. AH has a meeting with Parks and she will see if she can get an update from that. * Update 11/06/2024: AH advised that she didn’t have an update, and asked for the action to be carried over to the next meeting.   *JP asked what the plans were for electric car chargers at Howe Court/ Smith Court.*  *AH replied that she wasn’t sure what the Asset Management Team were planning for that, but the council won’t pay for private chargers to be installed and you would need permission to have one installed at your property. AH added, it may have to feature as part of the parking improvement plan of the Asset Management Strategy which has yet to be written, but would ask if we can have an update on what that might be.*   * Update 11/06/2024: AH advised that she didn’t have an update, and asked for the action to be carried over to the next meeting. | | **JR/ AH**  **AH** |
| **4.** | **Policy Review Updates**  AH ran through her presentation included with the papers  AH noted that under *4.5 Compensation Policy*, there was a word missing under “*Ensuring the impact of the customer is* ***minimised”.***  SN asked about Decant Policy and if tenants have animals or pets, what would you do with them. AH replied, it would depend on the animal. SN answered, cats.  AH replied, in the first instance we would see if there were any friends or family that could look after the animals or have a conversation with the tenants about other options. SN replied, what if there are no family or friends, catteries are expensive.  AH answered, no options would be excluded, some pets are harder than others, the overriding priority would be the welfare of the people in the property.  MD asked about the admin fee of £40 mentioned in the Repairs Policy and who would be expected to pay that, tenants or the council. AH replied, the admin fee would be paid by the tenant as part of the rechargeable repair. | |  |
| **5.** | **Q4 Performance Update – Repairs & Asset Management**  Agenda item to be moved to the July meeting as JR was unable to attend the meeting. | |  |
| **6.** | **Update on Resident Involvement Feedback Events**  SCO ran through her presentation that she handed out at the meeting, a copy of which will be included with the minutes.  MD mentioned that he thought that the community days would be an asset to the organisation as many residents are still isolating after Covid, he would be putting on events where he lived to try to get the community back together.  SN commented that she had reported anti-social behaviour in November 2023, online and to the police, and the police took action but the council did nothing. AH advised that she would follow up with SN at the end of the meeting. | |  |
| **7.** | **Support Contractor and Social Housing Decarbonisation Fund (SHDF)**  Agenda item to be moved to the July meeting as JR was unable to attend the meeting. | |  |
| **8.** | **Forward Plan**  *Consumer Standards* to added to the forward plan in September, subject to confirmation.  *Housing Management Restructure* to be added to July.  Carry forward *Q4 Performance Update - Repairs & Asset Management* to July.  Carry forward *Support Contractor and Social Housing Decarbonisation Fund* to July. | |  |
| **9.** | **Any Other Business**  AH asked if anyone was aware of the Consumer Standards. There was a mixed response, so AH advised something would be added to the forward plan. SCO suggested that we invite Tpas to come and do a presentation. AH advised that we could hold a separate event for Tpas to present the Consumer Standards.  PM asked if that was connected to decent homes.  AH replied, the consumer standards pick up all aspects for the housing service.  AH advised that the restructure of the housing service had been approved, and there would be a new team manager appointed, adding to the four existing. AH continued, the new team manager would be responsible for building safety and tenant engagement and the resident involvement team would be moving from herself to that new team. AH concluded, the job is at advert stage with a provisional date for interviews on 8th July and we would like tenants to be involved with the interviews, we anticipate that the moves will be in place by October/ November. AH suggested that she discuss how the changes affect housing management to the next meeting.  SG advised that she was over the moon with her new wet room and a good job was done by all. | | **SCO**  **AH** |
|  | **Date and Venue of Next Meeting**  Tuesday 9 July 2024 in the Forest Meeting Room (Council Chamber), Stenson House, London Road, Coalville, LE67 3FN | |  |