

**MINUTES OF THE LANDLORD SERVICES WORKING GROUP**

DATE: Tuesday 4 March 2025

VENUE: Abbey Meeting Room, Stenson House TIME: 10:00am

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| **Present:** |
| Merle Moran (MM) | Pam McGowan (PM) |
| Mitch Dean (MD) | Sandra Houghton (SH) |
| Nigel Hill (NH) | Cheryl Gamble (CG) |
| Sue Quincey (SQ) | Brian Wills (BW) |
| Sandra Newell (SN) | Andy Wallace (AWA) NWLDC |
| Sue Carr (SC) | Lily Walker (LW) NWLDC |
| Graham Carr (GC) | Sharon Cole (SCO) NWLDC |
| Nicky Larkin (NL) | Laura Smythe (LS) NWLDC |
| Shirley Green (SG) | Peter Warren (PW) NWLDC |
| Isobel Harris (IH) | Brooklyn Dooley (BD) NWLDC |
| Joyce Gee (JG) |  |
| **Apologies:** |  |
| Janet Preston (JP) | Daisy Pearce (DP) NWLDC |
| Chris Massey (CM) | Cllr A Woodman (AW) NWLDC |
| Ray Finney (RF) | Megan Hodgett (MH) NWLDC |
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|  | **ITEM** | **ACTION** |
|  **1.** | **Welcome & Apologies**SCO welcomed everyone. Apologies as above. |  |
| **2.** | **Minutes and actions from the previous meeting** The minutes of the previous meeting were accepted as a true copy.RF asked about Grounds Maintenance, advising that there should have been thirteen cuts, but they only got eight, commenting that the tenants were paying for service and not getting it. SCO advised that she would take it away and find out, but the Tenant Scrutiny Panel (TSP) had completed an inspection of the grounds maintenance service and that report as waiting to go to Cabinet for approval, though she did know that adverse weather always causes problems. RF replied, you couldn’t con him as he was ex-grounds maintenance himself and we’d soon be down tenants throats if they didn’t look after their gardens and hedges. SCO advised she would bring her findings back to the group, but was aware the service level agreement between housing and parks was under review.* Update 04/02/25: SCO advised that this was still being looked at and would bring back to the group once she had an update.
* Update 04/03/25: SCO as above.

SC commented that things weren’t working as the tenants didn’t get feedback when reporting repairs, tenants were being let down, big time. RF added that he had to wait a month to get a dripping tap fixed, it should have taken five minutes, there was no communication from repairs. The group then listed their various personal issues with repairs, especially around communication. SCO advised that we wouldn’t be recording individual issues in the minutes, but was aware that the repairs team working on improving the communication to tenants. SN asked if workers had identification (ID).SC added, you don’t always know who works for the council. SCO replied, our operatives will have identification, but contracted workers wouldn’t have council issued identification. SC commented that Sure were the worst. MH responded to the general issues raised, stating that as she was responsible for building safety and tenant involvement and ultimately over the Asset Management Support Officers (AMSO) who take the repairs calls an schedule the work, and mentioned that we have brought Wates in to complete works, we don’t schedule their work, but would feedback to Conor Dixon who looks after repairs about the ID issues and that communication wasn’t good.* Update 04/02/25: SCO advised that Wates had been made aware and would now be carrying identification badges in partnership with NWLDC. SC mentioned that Sure don’t carry ID, RD advised he would take away.
* Update 04/03/25: SCO, advised we hadn’t had an update.

SN asked why there were three empty units in the precinct, and what was happening with them. SCO replied that the precinct was privately owned and it wasn’t a housing issue, but would try to find a contact for SN at the company who owned the precinct. * Update 04/02/25: SCO advised that she didn’t have any information but would continue to try and get an answer.
* Update 04/03/25: SCO as above.
 | **SCO****RD** |
| **3.** | **Update from Recycle More Officer** LW advised that she visited the meeting this time last year to update the group on the review of waste and recycling, but sadly wasn’t able to offer much more of an update. LW continued, we had been consulting on a range of recycling options and conducted a consultation with residents from January to April 2024, the favoured option in the district was to have two wheeled bins, one of which was segmented into four compartments for recycling, but the government at the time had been looking at the option of one mixed recycling bin. LW added, following the elections in May 2024, with a change of government and a potential change of legislation following that election, it was announced in November 2024 that recycling would be left to the choice of the local councils to deal. LW continued, with that in mind, the proposed two bin option would go to scrutiny at the end of March 2025 with the recommendations presented to Cabinet in April 2025. LW added, we would need to procure the containers and vehicles, in addition we hope to be in a position to collect food waste from all households by April 2026, these would be weekly collections and households will have a 23 litre bin, naturally anyone with communal bins would have a larger communal food waste bin. LW continued, by 2027 we will be collecting soft plastics, which we are trialing at the moment, and we’re looking how we can incorporate those collections into the system.SC asked what would happen to the current red boxes. LW replied, they would be collected and recycled, sadly the blue and yellow bags can’t be recycled and households may be asked to dispose in there general waste. SC asked who would be expected to supply the bags for the food waste bins. LW replied, they are compostable bags, but at the moment we aren’t sure if households will need to buy them themselves or if funding would be available for them to be supplied to you, we’re looking at a number of options.MD suggested that signs be put up at communal sites, he lived at Central Court and residents weren’t putting the right things in the various bags and containers. LW replied, that she have visited Central Court a few weeks ago with the Housing Officer to a meeting that she had organised and handed out leaflets, and put signage up around the bins, but only six residents attended. NH asked if we would be getting rid of the yellow bags as the bags were a mess at Fairfield Court. LW replied, with the change to recycling containers the current red boxes, and yellow and blue bags would go. LW suggested that she would look into the option of putting some hooks in at Fairfield Court, as she had at other sites, to make it look a bit tidier.MD asked if Central Court could have a battery recycling box. LW replied that she had a spare one and would place at Central Court.SQ asked how we recycle wax cartons, juice, milk, et cetera. LW replied, at the moment you would need to take them to a recycling centre if you wanted to recycle them.SH commented, that she lived in a block of four flats and the changes would mean they we have an additional four bins, there isn’t the space for them. LW replied, we will look at and consider any storage issues, we’ve already received a lot of comments and feedback following the consultation with households about space and storage. |  |
| **4.** | **Repairs update**SCO advised that as there was no Conor Dixon (CD), the update wouldn’t take place. AWA added that CD had resigned with immediate effect. |  |
| **5.** | **Service update**SCO advised that as there was no MH, the update wouldn’t take place. AWA added there had been a few changes in senior management in the last few weeks, Jane Rochelle (JR), Head of Housing, wasn’t in the business at this time and not for the foreseeable future, with the resignation of Conor Dixon, Responsive Repairs Manager, Megan Hodgett (MH) who was the recently appointed Team Manager of Tenant Involvement and Building Safety, had moved over to the Responsive Repairs team to cover until a replacement was appointed and finally AWA had been asked to step up into MHs position to cover the team.PM asked if the Unitary changes would make a difference. AWA replied, not at the moment, perhaps we could have a meeting on the devolution in a few months to discuss.NH asked when JR would return. AWA replied, we don’t know. |  |
| **6.** | **Draft Resident Involvement Strategy**SCO advised that a copy of the draft policy had been included in the papers and asked if there were any questions or feedback.PM commented that she had given up reading it as there was a lot of it.SCO asked if the group thought a smaller, easy read option, a summary document would work better alongside the main strategy. SCO asked if the group would like a workshop to go through it. The general feedback was that a workshop would be welcomed. SCO asked if they would like it on Tuesday 11th or 18th March. NH and IH asked for the 18th as the tenant scrutiny panel were meeting on the 11th. AWA asked for attendees to put their hands up if they hadn’t read through the strategy. The majority put their hands up. AWA continued, you need to make sure that you influence how we move forward, do you think it’s effective if we deliver information and then ask for questions, if you were setting up a new group, what would you like it to look like, what would you expect to do, be able to ask and challenge. A number of attendees suggested that presentations or policies should be condensed, not onerous and not in council speak. SC commented that it would help to get the papers earlier than a week before the meeting. AWA suggested that we look a step before that, do you all actually want to be involved in strategy or policy reviews. NH suggested that there was a lack of communication, tenants come up with problems and issues, managers take them away, but never come back with resolutions or updates. NH continued, practical based sessions work better rather than being fed information, discuss the salient points, if a policy review affects all tenants, then all tenants should be allowed to feedback. NH mentioned that the Tenant & Leaseholder Consultation Forum (TLCF) and Landlord Services Working Group (LSWG), covered the same topics. AWA replied, we’ve had a similar conversation with the attendees of the TLCF as that group has morphed into something else over time and needs to get back to the governance that it was set up for, responsible for the management of the RI budget and more accountability with the TAs. AWA continued, we do need to get to get into the policy reviews at a much earlier stage so that you have an opportunity to shape the document.PM reiterated, we need to simplify the language in documents and feel these meetings should be meetings of their own. PM continued, tenants used to be involved in supplier contracts with repairs, but that’s stopped. AWA agreed, the procurement of contracts was the Holy Grail of influence and we need to make sure that happens. PM added, there needs to be penalties for contractors written into their contracts, to make jobs are done correctly and if not they can be penalized. AWA commented, we can’t rewrite contracts already in place, and he thought that there would be penalties and clauses in place, however future contract procurement for housing should include tenants. AWA suggested we have a specific group looking at repairs and the financing of repairs and suggested a communication group too. The attendees agreed.LS suggested taking a case study approach, investigating it and see what went wrong and why and suggest improvements to a process. AWA suggested that could be included with the communication group.NH suggested that the ideas were all great, but there was still a block if the rest of housing didn’t buy in and turn up to events. AWA replied that was where he could come in and commit to get people in front of you that are the right people to answer your questions.SC passed on her thanks to LW, as she always attended the meetings to give an update when asked.JG suggested that once a year the repairs team went out into the district to speak to tenants who didn’t want to go out.AWA concluded, we’ll set out what we think you want to see, this might mean we dissolve the formal LSWG meeting to create workshops and other groups that better suit their purpose, we’ll all meet again on the 18th March to evolve further.  |  |
| **7.** | **Forward plan**There wasn’t time to discuss the forward plan. |  |
| **8.** | **Any other business**MD commented that he felt there was an issue with fire evacuation process at Central Court, he didn’t feel it was adequate, with no marshals or muster station and felt there should be fire extinguishers in corridors and individual flats. AWA replied, each of the schemes has a fire risk assessment in place, there is a fire box accessible by the fire brigade, that contains information about each resident and their individual fire plans, which have been discussed with residents and have agreed to them. AWA advised that he was happy to take MDs concerns to Amanda Harper, Housing Management Team Manager, but this might not result in any change.MD asked if there was a document that was completed with each test. AWA replied, there was, but he wasn’t aware what details were recorded.PM asked what the evacuation plan was here at Stenson House. AWA replied, there would be a evacuation plan. PM replied, there aren’t any signs up, disabled people shouldn’t use the lift. PW commented there was a first floor refuge at the opposite end of the corridor near the lift. PM added, there are no toilets upstairs and for health and safety there should be. SCO replied, there are adequate facilities in the building and they are all accessible. AWA added, the evacuation information was important and maybe in the future we need to consider more comfort breaks in meetings. |  |
|  | **Date and Venue of Next Meeting** Tuesday 8 April 2025 in the Abbey Meeting Room, Stenson House, London Road, Coalville, LE67 3FN. |  |