

**MINUTES OF THE LANDLORD SERVICES WORKING GROUP**

DATE: Tuesday 4 February 2025

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

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| **Present:** |
| Merle Moran (MM) | Jane Rochelle (JR) NWLDC |
| Ray Finney (RF) | Amanda Harper (AH) NWLDC |
| Nigel Hill (NH) | Megan Hodgett (MH) NWLDC |
| Sue Quincy (SQ) | Rob Desbrow (RD) NWLDC |
| Sandra Newell (SN) | Nichola Oliver (NO) NWLDC |
| Sue Carr (SC) | Andy Wallace (AW) NWLDC |
| Graham Carr (GC) | Lesley Read (LR) NWLDC |
| Janet Preston (JP) | Sarah Stokes (SS) NWLDC |
| Shirley Green (SG) | Sharon Cole (SCO) NWLDC |
| Isobel Harris (IH) | Laura Smythe (LS) NWLDC |
| Nicky Larkin (NL) | Peter Warren (PW) NWLDC |
| Cheryl Gamble (CG) | Brooklyn Dooley (BD) NWLDC |
| Sandra Houghton (SH) |  |
| Joyce Gee (JG) |  |
| **Apologies:** |  |
| Pam McGowan (PM) | Cllr A Morley (AM) NWLDC |
| Conor Dixon (CD) NWLDC | Cllr A Woodman (AW) NWLDC |
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|  | **ITEM** | **ACTION** |
|  **1.** | **Welcome & Apologies**SCO welcomed everyone. Apologies as above. Introductions. |  |
| **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.

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.

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.
 | **SCO****RD****SCO** |
| **3.** | **Quarter 3, 2024, performance update – Repairs and Asset Management** SCO advised that the repairs update would be given at the next meeting and handed over to RD, who advised that the group had been given a performance handout at the start of the meeting and ran through it.SC asked if the work on the fire doors at St Mary’s Court had been done, RD replied, yes. SC asked what improvements the social housing decarbonization fund included. RD replied, improvements that increase energy efficiency. SC asked if that including cladding and insulation to single brick properties. RD replied, yes. |  |
| **4.** | **Learning from complaints**NO ran through her presentation a copy of which was included with the papers.NH asked who polices what’s upheld as a complaint. NO replied, we have officers in house that would check. JR added, stage one complaints would be dealt with by an officer or team leader and they would write a draft response, stage two complaints would go to her and stage one complaints would be signed off by a director and stage two by the CEO. SC asked how long it was before a complaint was closed down. NO replied, when the response goes out and there aren’t any actions, the complaint is closed then, if there are actions then the complaint would be closed down once the actions were completed. |  |
| **5.** | **Resident Liaison Officers (RLO) and their role in the Home Improvement programme (HIP)**LR and SS ran through their presentation, a copy of which was included with the papers.  |  |
| **6.** | **Quarter 3, 2024, performance update – Housing Management**AH ran through her presentation, a copy of which was included with the papers. |  |
| **7.** | **Review: Tenancy Policy and Domestic Abuse Policy**AH asked if the group had an opportunity to read the draft policies, as written copies had been included with the papers. AH ran through the highlights of the policies. |  |
| **8.** | **Forward plan**SCO asked if there were any items the group would like adding to the forward plan.There were no changes or additions, other than a Repairs update from Conor Dixon in March. |  |
| **9.** | **Any other business**SC mentioned that she had received a call from someone that stated they were following up on a complaint, SC asked if they were to do with NWLDC, and the person wouldn’t answer the question, so SC hung up. AW commented that it was a scam and they were trying to get you to put in a disrepair claim and that they would chase it on your behalf. AW added, SC did the right thing, ask them if they have job numbers and if they can’t give you any information, then hang up. AH suggested that Comms send something out. SC thanked to MH as some of the work reported last month had been completed.  |  |
|  | **Date and Venue of Next Meeting** Tuesday 4 March 2025 in the Abbey Meeting Room, Stenson House, London Road, Coalville, LE67 3FN. |  |