

**MINUTES OF THE LANDLORD SERVICES WORKING GROUP**

DATE: Tuesday 14 January 2025

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

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| **Present:** |
| Merle Moran (MM) | Cllr A Woodman (AW) NWLDC |
| Ray Finney (RF) | Megan Hodgett (MH) NWLDC |
| Nigel Hill (NH) | Sharon Cole (SCO) NWLDC |
| Sue Quincy (SQ) | Laura Smythe (LS) NWLDC |
| Sandra Newell (SN) | Peter Warren (PW) NWLDC |
| Sue Carr (SC) | Brooklyn Dooley (BD) NWLDC |
| Janet Preston (JP) |  |
| Shirley Green (SG) |  |
| Isobel Harris (IH) |  |
| Wendy Harrison (WH) |  |
| Joan Cox (JC) |  |
| **Apologies:** |  |
| Pam McGowan (PM) | Cllr A Morley (AM) NWLDC |
| Sandra Houghton (SH) | Graham Carr (GC) |
| Cheryl Gamble (CG) | Nicky Larkin (NL) |
| Brian Wills (BW) |  |
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|  | **ITEM** | **ACTION** |
|  **1.** | **Welcome & Apologies**SCO welcomed everyone. Apologies as above.  |  |
| **2.** | **Minutes of the previous Meeting**The minutes of the previous meeting were accepted as a true copy.NL asked about window cleaning at Fairfield Court. AH Advised she would take away.* Update 12/11/24: AH didn’t have an update in time for the meeting and asked for the action be carried over.
* Update 08/01/25: AH advised that she did get in touch with the cleaning contractor and has received confirmation that the windows have been cleaned, recent dates were on 9 October 2024 and 17 December 2024. AH advised that the contract manager has been to inspect the windows in response to the concern raised and is satisfied the cleaning is being completed.

SN advised that she had reported ASB online but it hadn’t been taken seriously, she never even got a case number. AW replied that he would have a chat with SN and look into.* Update 14/01/25: SN confirmed that AW had spoken to her after the meeting.
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| **3.** | **Terms of Reference and Code of Conduct**SCO advised that a copy of the Terms of Reference and Code of Conduct were included with the papers, and asked that members sign them both so that we had a file copy. SCO and LS collected the signed copies in. |  |
| **4.** | **Priorities for the groups**SCO ran through her presentation, a copy of which was included with the papers and displayed on the screens in the room. SCO asked the group if there was anything that they thought should be included. SC asked if we were starting up the Estate Evaluators and Empty Homes (VOIDS) Inspectors. SCO replied, we would be starting them in the Spring once the threat of bad weather had passed.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 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 by 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.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.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. MH continued that she was restructuring the AMSOs to try to improve scheduling and communication by splitting the team to have specific tasks and have increased the team size so you should see an improvement there. MH asked that all other personal matters be brought to her at the end of the meeting.NH asked if we use self-employed contractors.MH replied, we don’t use anyone on a self-employed basis.IH asked how long before a job is waiting should parts be ordered, as workmen were turning up without parts.MH replied, we should identify follow on work that we can’t do first time and ideally order parts and book it in for when the parts have arrived, the changes being put in place should alleviate the problem. | **SCO****MH** |
| **5.** | **Damp. Mould and Condensation (DMC) policy review, consultations and household leaflet**MH briefly ran through the highlights of the policy, a copy of which was included with the papers. SN commented that the first time called about damp and mold she was told to buy bleach and damp and mold spray and do it herself, why should I do it. MH replied, the emphasis used to be that it was a tenants problem, down to lifestyle, but if it is a small amount you may be asked to deal with it with a supplied kit. MH added, there are three types of damp; rising damp, penetrative damp and condensation, the first two can result in condensation, we will do full surveys to rule out first two causes first.NH asked why we don’t do preventative measures, such as clearing out guttering. MH replied, it is in the policy that you have in the pack to look at any preventative measures to try to mitigate any factors, such as a cyclical programme for cleaning gutters.SCO asked if the group were happy with the policy, they were no comments or feedback given and the group advised they were happy with the policy.MH asked the group to look at the draft DMC leaflet, a copy of which was included with the papers and asked for comments or amendments.SC commented that it’s alright advising people to out the heating on, but a lot of older people who have lost the heating allowance, can’t afford to put the heating on. MH replied, if it’s condensation damp and mold and not caused by the other two, then better heating is required, if that wasn’t an option the to support the imbalance between heat and ventilation, we’d have to put more ventilation in. MH added, mechanical ventilation doesn’t impact the temperature, whereas a passive vent does allow the cold in.Then was then a discussion about property build types, single brick walls, cavity wall insulation, and an increase to heating costs due to a cold property.  |  |
| **6.** | **Forward plan**SCO asked if there were any topics to be added at the request of the tenants.SC asked if waste could come in March to discuss what’s happening with the new recycling. Lily Walker to be invited to give an update.JP asked about Estate Evaluators starting up, SCO replied that as already mentioned, they will be starting in Spring.Grounds Maintenance update to be added to the June forward plan, subject to the SLA agreement between Housing and Parks being finalised and the TSP report being accepted by Cabinet.MH advised she would give a service update in March. |  |
| **7.** | **Any other business**SCO showed the group the proposed rent charges notification letter template on the screens in the room, the second page has the FAQs. SCO asked if there was anything that the group would like to see in the letter.MH added, we will be adding support links on the FAQ.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.  | **SCO** |
|  | **Date and Venue of Next Meeting** Tuesday 4 February 2025 in the Abbey Meeting Room, Stenson House, London Road, Coalville, LE67 3FN. |  |