

**MINUTES OF THE LANDLORD SERVICES WORKING GROUP**

DATE: Tuesday 12 November 2024

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

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| **Present:** |
| Nicky Larkin (NL) | Cllr A Morley (AM) NWLDC |
| Ray Finney (RF) | Jane Rochelle (JR) NWLDC |
| Nigel Hill (NH) | Megan Hodgett (MH) NWLDC |
| Sue Quincy (SQ) | Rob Desbrow (RD) NWLDC |
| Sandra Newell (SN) | Andy Wallace (AW) NWLDC |
| Mitchell Dean (MD) | Laura Smythe (LS) NWLDC |
| Sandra Houghton (SH) | Peter Warren (PW) NWLDC |
| Janet Preston (JP) | Brooklyn Dooley (BD) NWLDC |
| Brian Wills (BW) |  |
| Pam McGowan (PM) |  |
| Shirley Green (SG) |  |
| **Apologies:** |  |
| Isobel Harris (IH) | Cheryl Gamble (CG) |
| Sue Carr (SC) | Cllr A Woodman (AW) NWLDC |
| Graham Carr (GC) | Sharon Cole (SCO) NWLDC |
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|  | **ITEM** | **ACTION** |
|  **1.** | **Welcome & Apologies**AW welcomed everyone. Introductions and apologies as above.  |  |
| **2.** | **Minutes of the previous Meeting**The minutes of the previous meeting were accepted as a true copy.Actions from the last meeting:SC commented that she had raised a complaint and when it was replied to, the greeting on the email just said *Good Afternoon* not *Dear Mr & Mrs \*\*\*\** and could more information be supplied on what is going to be done if it’s a repair complaint as there isn’t enough information supplied. JR asked that SC give her some details at the end. * Update 12/11/24: JR advises that she has given feedback and future all communication will start with the salutation.

SH mentioned that she had been waiting since the beginning of July for scaffolding to go up, but hadn’t heard anything. AH asked SH to give her details at the end. * Update 12/11/24: SH had spoken to JR at the end of the last meeting. JR confirmed that scaffolding hadn’t been required.

SC asked if people let the Control Centre know if they are going on holiday. AH replied, it would probably depend on the frequency of contact that they have with the Control Centre, though there is an expectation that if you are going to be away for a significant period of time. MD asked if residents could have a user manual or notes for system. AH replied, she would take that away.* Update 12/11/24: AH contacted Richard Scott, Contract Supervisor and asked him to look into the issues raised.

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.

NL mentioned that the “away” function on the system, didn’t work. AH advised she would take away.* Update 12/11/24: AH has asked Richard Scott, Contract Supervisor to look into the issue.

SC asked if we could ask Sure to make sure they ask tenants reporting issues with their boilers, if they need heating whilst waiting or an engineer, SC commented that she wasn’t offered heating the last time she reported an issue. JR replied that shouldn’t happen and apologised. AH replied, we need to make sure that Sure understand vulnerabilities and that’s a conversation we need to have with them.* Update 12/11/24: AH has contacted Kulrai Pooni, Contract Supervisor to raise with Sure Group.

MD commented on the purple refuse bag pilot. AH replied there are pilots in place and there will be good and bad learnings, she would ask Lily Walker, Recycle More Officer, to get in touch with MD.* Update 12/11/24: AH has requested that Lily Walker, Recycle More Officer, contact MD, Lily will try to do so on the afternoon of 12/11/24.
 | **AH** |
| **3.** | **Anti-Social Behaviour (ASB) feedback update**AW remined the group that a couple of meetings ago we had an ASB workshop, and he wanted to supply an update on that. AW advised that the letters had been included in the meeting pack and asked for feedback on them. AW continued, since the last update he had met with three service users and from that he had identified trends and how the service can be improved, those were; there was a lack of communication from officers that action had been taken but this wasn’t fed back. AW advised that the information given to service users wasn’t consistent, the policy had been updated but an information leaflet wasn’t being supplied to service users and the links with partner agencies weren’t always followed up. AW added, the good news was that people found it easy to report ASB and the next step would be to meet with the ASB officers and to go through some cases and discuss the service design. 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.AW advised that the satisfaction level low across the sector, but ours was lower than the sector average, however if you don’t get what you want or the answer you seek, naturally you won’t be happy with the service. PM asked if you would class someone knocking on bedroom windows at 3:45am in the morning as ASB. AW replied that it would. PM asked how you would find out who it was. AW replied, you would call the police and report to them, they should then increase patrols at the particular time that the incident is taking place and go from there. SH commented that she had called the police about noise late at night and had been told that as it was council land, then it should be reported to the council. AW replied, noise would be reported to the Environmental Protection team. SH added that someone was going through the communal door and into the hallway at 3am, it was reported to the police, who advised her not to go out and look, and asked how do we find out who it is. AW advised, we’ll have a chat after the meeting.AW asked the group to look at the ASB letters in the pack and report any feedback. PM asked what we do about people who can’t read or write. AW replied, if we are aware, then we’ll talk to them in person, the tenancy audits are hopefully picking up on those that need to extra support, and not just email and write to them. | **AW** |
| **4.** | **Christmas campaign ideas**AW advised that in past years, we had focused our winter campaign on rent arrears or financial management, making rent a tenant’s priority, but this year thought that the LSWG should have a say on the topic and asked split the attendees into groups and asked, what ideas do you have for our Christmas campaign, adding that it doesn’t have to be financial or rent arrears.The attendees were given ten minutes in their groups to come up with suggestions, those being; *tips on keeping warm*, *communication of who, what, where and when*, *direct debit promotion*, and *looking out for your neighbours*.A vote was made and *communication of who, what, where and when* received twelve votes, *tips on keeping warm* received seven votes, *looking out for your neighbours* received six votes and *direct debit promotion* received zero votes.AW advised that the *communication of who, what, where and when*, should already be happening within the council and advised that the runner-up idea of *tips on keeping warm* would make a great winter campaign given the recent news that the winter fuel allowance had been cut. AW asked the attendees to split into their groups again and come up with a slogan or campaign idea to be used as marketing, those being; *don’t be cool at Christmas get a stole, cold kills!, cold kills, stay warm!, keeping warm and well this Christmas, don’t walk by, know your (or our) silence* and *love thy neighbour.*A vote was made and *keeping warm and well this Christmas* received nine votes, the other ideas all received zero votes. AW concluded by saying that he would get something drafted and as there wasn’t another meeting of the group before Christmas, try to get something out for the to comment on. |  |
| **5.** | **Forward plan**Damp, Mold and Condensation Policy review consultation added to the January 2025 meeting. |  |
| **6.** | **Any other business**PM asked if when our approved contractors sub-contract the work themselves, are they up to the council standard. JR replied, you’re probably referring to Wates, who we have contracted to help clear the back-log of responsive repairs, they have a supply chain and we’ve agreed who can be on that within the terms and conditions of the contract. SH commented that she had asked operatives working on her roof if they worked for Wates, they were walking and working on the roof without any safety equipment and eventually did say they were working for Wates. JR replied, they probably realised they were going to be dobbed in for working without any safety equipment, which is fine if they are working for less than thirty minutes, but they should still have a restraint, full PPE and a ladder, and advised she would follow up.SQ asked if Wates are sub-contracting, how do we know that those workers are okay going into our homes. JR replied, we have agreed the supply chain and it meets the terms and conditions of the contract. NH asked if they need to have a DBS check. JR replied, not if it is short duration work.NL mentioned that the lift at Fairfield Court was being refurbished and the residents had been told it would only take two days, but on the first day the workers arrived at 10am, left at 12pm and haven’t done anything since, will the lift be back up and running within the timescales. RD replied, they may have been there to specifically disconnect or remove something ready for the main contractor to come in. NH commented that there were people on the upper level in wheelchairs who were trapped. RD replied, we did check with the Housing Officer and any residents affected were offered a provision to move out temporarily if they wanted to, knowing that the lift would be out of action for a couple of days. JR added, she would rather be proactive and get the lift sorted before it started to break down and then struggle for parts.SN commented, that she had been in hospital and the repairs department had been great in holding off any works until she was back home, and wanted to pass on her thanks. |  |
|  | **Date and Venue of Next Meeting** Tuesday 14 January 2025 in the Abbey Meeting Room (Board Room), Stenson House, London Road, Coalville, LE67 3FN. |  |