**MINUTES OF THE TENANTS’ AND LEASEHOLDERS’**

**CONSULTATION FORUM**

Date: 25 November 2024 Time: 18:00

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| **Directorate** | **Housing** |
| **Present:** |  |
| Dave Larkin (DL) | Resident Hugglescote, Hugglescote TA and T&LCF Chair |
| Nigel Hill (NH) | Resident Hugglescote and Hugglescote TA |
| Isobel Harris (IH) | Resident Hugglescote and Hugglescote TA |
| Laura Quinton (LQ) | Resident Ashby and Tenant Scrutiny Panel member |
| William Forrest (WF) | Resident Whitwick and Park View TA |
| John Lakin (JL) | Resident Whitwick and Park View TA |
| Sue Richards (SR) | Resident Whitwick and Whitwick & Thringstone TA |
| June Cave (JCA) | Resident Whitwick and Whitwick & Thringstone TA |
| Merle Moran (MM) | Resident Whitwick and Whitwick & Thringstone TA |
| Elaine Hill (EH) | Resident Hugglescote and Tenant Scrutiny Panel member |
| Cllr Andrew Woodman (AW) | NWLDC Portfolio Holder for Housing |
| Amanda Harper (AH) | NWLDC Housing Management Team Manager |
| Rob Desbrow (RD) | NWLDC Asset Manager |
| Conor Dixon (CD) | NWLDC Responsive Repairs & Planned Maintenance Team Manager |
| Sharon Cole (SCO) | NWLDC Resident Involvement Team Leader |
| Laura Smythe (LS) | NWLDC Resident Involvement Officer |
| Peter Warren (PW) | NWLDC Resident Involvement Administration Assistant |
| Brooklyn Dooley (BD) | NWLDC Housing Apprentice |
| **Apologies:** |  |
| Barry Barlow (BB) | Resident Castle Donington and Castle Donington TA |
| Margaret Barlow (MB) | Resident Castle Donington and Castle Donington TA |
| Cllr Alison Morley (AM) | NWLDC Shadow Portfolio Holder for Housing |
| Jane Rochelle (JR) | NWLDC Head of Housing |
| Megan Hodgett (MH) | NWLDC Building Safety & Tenant Involvement Team Manager |
| Leah Quinton (LQU) | Resident Ashby and Tenant Scrutiny Panel member |
| Joyce Gee (JG) | Resident Whitwick and Whitwick & Thringstone TA |

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|  | **ITEM** | **ACTION** |
| **1**. | **Welcome, Introductions and Apologies**  DL welcomed everyone. Apologies as above. Introductions. |  |
| **2.** | **Minutes of Last Meeting and Matters Arising**  The minutes were accepted as a true copy.  SR asked about the WiFi at Howe Road Lounge as it still wasn’t working. AH advised she would chase.   * Update 29/07/2024: AH has emailed Ankit Passi, Resident Liaison Officer, advising that “ The Tenants Association raised at the meeting tonight that they do not have access to the WiFi that has been installed.  Can you let me know what the issue is please and how we can get it resolved?” * Update 30/09/2024: No update available. SR confirms WiFi still not working. SCO to chase. * Update 28/10/2024: No update supplied. * Update 25/11/2024: SCO advised that the member of staff dealing with the WiFI had left and not yet been replaced. AH commented that Ankit Passi, had been out before he left and checked that it was working, but the password wasn’t displayed. RD would check with ITC that the password had been reconfigured, and asked for tenants to try it again.   VM asked as we’re receiving the grant later than we should, do we have to back date any admin costs. SR added, yes, we’ve bought stationery and stuff, if we don’t back date, then next year it will look as though we haven’t spent all the grant and the grant we get next year will be reduced. SCO replied that she would query that point.   * Update 28/10/2024: No update supplied. * Update 25/11/2024: SCO advised that Audit have confirmed that expenses can be backdated.   SR asked if the TA could buy a laptop with the grant money. SCO replied, she didn’t think they’d get away with that, but would ask the question.   * Update 28/10/2024: No update supplied. * Update 25/11/2024: SCO advised this was still under review.   SCO advised that she had been working on a plan to tighten up the content and topics that would be brought to each group, and as we had run out of time tonight would email the proposal out for the group to feedback on.   * Update 28/10/2024: The group members present confirmed they hadn’t received an email. * Update 25/11/2024: SCO advised this was still under review.   WF commented that the aerial at Park View hadn’t been working since the storm a few weeks ago and some residents can’t get terrestrial TV. JR advised she would follow up.   * Update 25/11/2024: WF commented that one of the aerials had been checked, but some of the aerials in individual flats still aren’t getting certain channels. LS advised that she had arranged for responsive repairs to attend, but some channels are missing following the storm. CD asked if there was any scaffold around the building. The response was no. CD to follow up.   WF commented that the bins at Park View get too full. JL added that a bin collection had been missed and they had to wait for two weeks, and the next scheduled collection, for them to be emptied. JL also commented that waste had said they were going to put a camera up to see who was dumping all the rubbish. JR advised she would follow up.   * Update 25/11/2024: As JR wasn’t present at the meeting, there wasn’t an update available. | **RD**  **SCO**  **SCO**  **CD**  **JR** |
| **3.** | **Q2 Performance update – Housing Management**  AH ran through her presentation, a copy of which was included in the papers and advised that there was an error in the title, it should read Quarter 2 not August 2024 Performance. DL asked if the figures were specifically related to unlet properties. AH replied, it was linked to the backlog, now we have Wates on board, and we’ve made a decision to look at lettable standard, they may be empty for longer as we’re going to be looking at redecorating and garden tidying. NH commented that he didn’t understand why it took so long to do the works, it was ridiculous. AH replied, Wates will be doing the bulk of the work, and they have more person-power to throw resources at it to speed up the turnaround. CD commented we had five operatives to deal with all the empty homes, now it’s huge. AH added Wates are a huge company and can do more work simultaneously. DL asked if Merrisons were part of that team. AH replied no, they were doing damp, mould and condensation works but not empty homes. CD commented that it may be down to legacy contract works. |  |
| **4.** | **Q2 Performance update – Repairs & Asset Management**  RD apologised as he didn’t have an infographic to display, he advised that he had been on leave but would get something distributed after the meeting and asked if the group found the information on infographic useful. SR replied, it had been so long since they had seen a performance infographic from Assets and Repairs, she couldn’t remember what was on it. LQ commented that the infographic was useful as it was short and sweet and could allow for elaboration when presented by an officer. AH advised the infographic helped you understand numbers and how we were performing for different types of repairs. RD advised that since Wates had come on board, the response times were being reconsidered and some figures were being altered, and there were lots of works on the horizon that would be brought to consultation. RD continued, there was a £4,500,000.00 budget for HIP works split into £2,500,000.00 for IRT and £2,000,000.00 for Wates to deliver, currently in quarter two, £1,000,000.00 had been spent. RD added, there were various projects in the works with the Haslyn Walk car park and we would be moving onto parking at the Biggin next long with cyclical decorating. RD continued, the stock condition surveys were eighty-one percent complete and the results of these will advise the next five years HIP, SHDF improvement works. RD added, the passive fire protection and CLC within schemes at Park View, Hood Court and Wakefield Court with door replacements and fire doors was due soon and once complete and an FRA completed in the Spring we could then start to consult on the redecoration of the communal areas in the Spring of 2025. RD advised that we hadn’t been able to complete the roof replacement at Park View, but once that was done we could look at the redecoration of the communal areas, and we’d procuring a contractor at the start of Spring next year. JL commented, we were told you had the resources and we were waiting for a contractor months ago, the décor in Park View is disgusting. RD replied, its not anyone’s fault that there has been a delay, we’ve been trying to recruit since June last year and we’re waiting on a contractor. AH added, the money has been put aside but we need officers to complete the procurement process. RD advised the group that Assets were missing several key posts and this was contributing to delays. WF reiterated that Park View residents had been told over and over that things would be sorted out, but nothing gets done. SR asked if we weren’t getting the applicants for the jobs. RD replied that one post had been advertised five times, there had been two applicants, but they hadn’t been suitable for the post. SR asked if there was a problem with the salary or the job description. AH replied, we cannot compete with the private sector, for example within Housing Management , the senior Housing Officer had recently left to take up a position at EMH and there was a £10,000.00 difference in the pay. AH added, the processes that we follow are also stricter and therefore take longer. WF asked why tenants don’t get told any of this. AH replied that she completely agreed that the communication should be better. RD added, we had the best intentions of getting on with the procurement over the summer, but four members of staff left to the private sector to get money. AH added, we do know we need to improve communication if we have a delay. LQ commented that communication is the biggest problem, tell us what we need to know, if there’s no staff to do something, let us know. LQ added that she had Wates out to do some works and had to nag and nag for updates, and commented that if someone had told her it would be four to six weeks, that would have been fine, rather than her having to keep ringing. RD continued, the Tunstall systems upgrades had been completed in schemes to include information boards that would be used to pass on important communications that affect the scheme. JL commented, that was something else they keep asking about, when would they be working. RD replied, there’s some work to be done with BT for settings on line to be opened up. NH asked if other councils have the same problem with recruitment. AH replied, on a par, most local authorities work in the same way, nationally. RD commented that we need to look at the way we advertise roles, Leicester University package their jobs to include holidays, pensions, and other benefits and we need to see if we can do that. RD broaden, looking at way advertise jobs, Leicester Uni package their jobs, holidays, bonus, pensions put forward to see if we can change that. AH suggested that RD produce different examples of the same data and the group can then decide how they would prefer to receive the information. DL commented that he liked the infographics. |  |
| **5.** | **Introduction from Conor Dixon, Responsive Repairs Team Manager**  CD advised that he no performance figures, but would instead focus on processes and efficiency changes, it was an old organisation and behaviours needed addressing. CD added, we would be looking at the lettable standard and VOIDS, so that tenants wouldn’t take on a property where walls were different colours and the garden in a mess, and upgrades to properties were done at the VOID stage where necessary rather than coming back later. CD made also made reference to the staffing issues and commented that as a general comparison the council’s salaries were approximately £10,000.00 less than the private sector, but we were just focussing on the salary and not the benefits. CD commented that he would be focusing on reporting, so nothing slipped through the net and contractor and public safety. DL asked why, when reporting a repair, job numbers weren’t given out, this made it harder when you needed to chase something up. CD replied, that the team that dealt with the repairs calls reported to MH and that was something she was looking at. EH commented that the TSP were looking at that at the moment and all jobs needed a number. LQ added that she was sick of trying to report a repair over the phone, reported it online, and had a text message confirming the job number and date and time of the appointment, if it can be done there, why not all the time. NH commented that it doesn’t take extra staff to do that. AH commented, that the more people that reported online, if they felt comfortable doing so, would reduce the amount of calls that would come through, therefore releasing the call staff to deal with the phone calls better. RD commented, the AMSO might take notes and then complete the job once the tenant had hung up, the job number was only generated at the end of the process. AH commented that it was something MH had picked up on making sure that the parts were available before any appointments were made. LQ asked if the system could be set up so that a text was sent automatically once the job had been logged, and had been told that the SOR codes made no sense either and so it takes the AMSO quite a while to find the code for the job. RD advised he would look at that with the repairs team. |  |
| **6.** | **Forward Plan**  AH suggested that SCO work with Megan Hodgett (MH), Building Safety and Tenant Involvement Team Manager to decide on the forward plan for 2025 as MH had suggested changes now that there were five Team Managers and also suggested that as there wasn’t a finance business partner in place, there wouldn’t be anyone to present the “Proposed ‘25/26 Rent and Service Charge Increases”.  EH commented that it would be nice to hear from MH as she had sent her apologies for the October and November TLCF meetings since taking up her post. | **SCO/ MH** |
| **7.** | **Any other business**  NH asked when the communal lounge (Fairfield Court) would be decorated and CCTV installed. RD replied, there were electrical upgrades to plant room and wiring that need upgrading, the fire doors needed finishing throughout, and some further compartmentalisation work, then the FRA would need renewing before completing any redecorating and we’d ne looking at that in Spring 2024.  LQ mentioned that she had some lovely workmen in to complete works to the path at the front of her property, and they were as rough as a badger’s backside, they had no ID, but had been sent by Wates, but anyone from the outside wouldn’t have known who they were, and normally she wouldn’t have opened the door to them, something needs to be done about that. CD replied that he would filter that back to Wates on the weekly meeting, but Wates do sub-contract the work.  NH asked about the railings outside Fairfield Court, and about the new material being used instead of scaffold poles or wood, a more sustainable material, it’s been going on for six months, it cheap and nasty and the quality of the workmanship is terrible and JR had asked him to take some photos and show her at this meeting, but wasn’t here. AH replied, it was the lower level railings and JR had intervened and stated that she wanted a composite product, a recycled product, and the Housing Officer, Pragna Patel had taken some photos and contacted the repairs team to see about getting them replaced. AH advised she would follow that up, but advised NH to show RD the pictures he had taken if he wasn’t happy with the workmanship.  AH advised that Resident Involvement no longer fell under her management and had moved to MH, but she would still come to the meetings as required but it wouldn’t be every one of them. AH thanked the group for their ongoing engagement and input on improving services. DL thanked AH for her commitment to the tenants. | **CD**  **AH** |
|  | **MEETING CLOSED**  Date of the next meeting: 20 January 2025 at 18:00  Venue: Abbey Meeting Room (Board Room), Stenson House, London Road, Coalville, LE67 3FN or virtually via Microsoft Teams. |  |