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

**CONSULTATION FORUM**

Date: 28 October 2024 Time: 18:00

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| **Directorate** | **Housing** |
| **Present:** |  |
| Nigel Hill (NH) | Resident Hugglescote and Hugglescote TA |
| Isobel Harris (IH) | Resident Hugglescote and Hugglescote TA |
| Barry Barlow (BB) | Resident Castle Donington and Castle Donington TA |
| William Forrest (WF) | Resident Whitwick and Park View TA |
| John Lakin (JL) | Resident Whitwick and Park View TA |
| Elaine Hill (EH) | Resident Hugglescote and Tenant Scrutiny Panel member |
| Janet Higgins (JH) | Resident Ashby and Tenant Scrutiny Panel Chair  |
| Cllr Andrew Woodman (AW) | NWLDC Portfolio Holder for Housing  |
| Cllr Alison Morley (AM) | NWLDC Shadow Portfolio Holder for Housing (Virtual Attendance) |
| Jane Rochelle (JR) | NWLDC Head of Housing |
| David Scruton (DS) | NWLDC Housing Strategy & Systems Team Manager |
| Laura Smythe (LS) | NWLDC Resident Involvement Officer |
| Peter Warren (PW) | NWLDC Resident Involvement Administration Assistant |
| **Apologies:** |   |
| Dave Larkin (DL) | Resident Hugglescote, Hugglescote TA and T&LCF Chair |
| 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 |
| Joyce Gee (JG) | Resident Whitwick and Whitwick & Thringstone TA |
| Margaret Barlow (MB) | Resident Castle Donington and Castle Donington TA |
| Sharon Cole (SCO) | NWLDC Resident Involvement Team Leader |
| Megan Hodgett (MH) | NWLDC Building Safety & Tenant Involvement Team Manager |

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|  | **ITEM** | **ACTION** |
| **1**. | **Welcome, Introductions and Apologies**In the absence of DL, SCO and MH, LS chaired the meeting and welcomed everyone. Apologies as above. |  |
| **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.

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.

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.

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.
 | **SCO****SCO****SCO****SCO** |
| **3.** | **Housing Update**JR advised that the date from 3340 stock condition surveys are back, out of around 4100 properties, so that data will help determine what we need to spend and where, and the Decent Homes standard is being updated., Savills, who helped complete the stock condition surveys will continue to work with us to produce the Asset plan. JR continued, we’re a bit behind with the sheltered scheme fire compliance works, and there is some remedial work to do also, fly tipping around the schemes and estates continues to be a problem and we are looking to get our own caged truck so that we can deal with these issues quicker than asking waste to sort them out. JR added, the backlog of responsive repair is reducing, though we’ve had some teething issues with Wates, who we’ve contracted in help clear the backlog, they’ve completed 300 outstanding repairs. JR added, internally we’re getting more joined up, Megan Hodgett has started as the new Building Safety and Tenant Involvement Team Manager, and the resident involvement team have moved under her, we’ve also engaged HQN to complete gap analysis against the consumer standards, and we’re doing quite a lot of work on that over the next few weeks.EH asked, if there are so many outstanding repairs, the council is wasting money on a fountain costing £150,000. JR replied, that cost doesn’t come out of the same pot as the housing repairs works, there are two funds, the General Fund and the Housing Revenue Account (HRA), the HRA is funded by rents and is ring-fenced solely for housing costs, in addition, Council Tax has nothing to with housing.NH asked when the redecoration of the communal spaces in the sheltered schemes, would finally get done, it’s been promised for years. JR replied, there is still some lighting and fire works to complete at Fairfield Court and Central Court, and once that was done we would be consulting with residents over colour schemes and choices and apologised for the delay, commenting that there will also be a consultation about the bin stores and signage and as part of the digital transformation programme, CCTV.NH asked, so the CCTV is definitely happening. JR replied, it definitely was, in all the schemes. IH asked about a small electricals cage, for people that can’t take unwanted items to recycling centre. JR replied, that would included in the bin store consultation.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.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.JL advised that Park View had been promised the roof would be sorted at the beginning of the year. JR replied that she was trying to get a contractor to repair the roof, as it was such a large area, we can’t do ourselves. JR added, she ws waiting on legal to sign off on the contractor.JH asked if the council have a plan for building any new houses next year. JR replied that we would be buying 10 new homes next year from EMH on the Standard Hill development, and a couple of bespoke properties for two families with disabled children. JR added, we hope to build ten to thirty units each year EH asked if we were building properties for disabled properties, would we be building any bungalows for disabled people and could she have one.JH commented that some older council homes had huge gardens, couldn’t we knock down two houses and build four new properties, as people don’t want huge gardens now-adays.JR concluded that Connor Dixon was starting soon and he would be the Team Manager for Responsive Repairs and Planned Maintenance.   | **JR****JR** |
| **4.** | **Update from the Tenant Scrutiny Panel**JH advised the current inspection was looking at communication in repairs, which isn’t very good. JH continued, the panel had met a few times for working meetings and these had been very successful and the findings, questions, and recommendations had helped write the report, and it had been a bigger job than they thought it would be. JH concluded, they current inspection should be completed around the end of November and the panel will start to look at the next inspection topic.  |  |
| **5.** | **Service update from the Housing Systems & Strategy Team**DS ran through his presentation, a copy of which will be included with the minutes.JH asked if the QL system was compatible with the new Choice Based Lettings (CBL) systems. DS replied, there is still some work to do as the new CBL system is supplied by a company called MRI and the linking software isn’t quite there yet.  |  |
| **6.** | **Intouch articles for the January 2025 issue**LS advised that as SCO and MH weren’t able to attend, and a list of articles hadn’t been supplied prior to the meeting, the agenda topic couldn’t be covered. |  |
| **7.** | **Forward Plan**JR advised that Connor Dixon would attend in November to give an update on the Responsive Repairs Service and Rob Desbrow or the new Asset Management Team Manager would attend to present the Q2 Performance information for Assets and Repairs.  |  |
| **8.** | **Any other business**No other business. |  |
|  | **MEETING CLOSED**Date of the next meeting: 25 November at 18:00Venue: Abbey Meeting Room (Board Room), Stenson House, London Road, Coalville, LE67 3FN or virtually via Microsoft Teams. |  |