

Minutes

Homes 4 Us
Monday 9th November 5pm – 7pm
Tenant Resource Centre, Hounds Gate



PRESENT:

Jenny Grant J.G (Vice Chair), Elaine Graham E.G., Linford Stevens L.S, Alison Thorpe A.T., Sue Stevenson S.S, Val Schneider V.S., Christopher England C.E., Ruth Haywood R.H., Alan Darby A.D, Loveleen Labana L.L., Lynn Mitchell L.M., Linda Kerry L.K.,

Officers: Sue O'Connor S.OC, Sally Heywood S.H., Mark Sheldon M.S.

Apologies: Clive Thorpe C.T.

		ACTION
<u>1.0</u>	<u>Welcome & Apologies</u>	
	JG welcomed everyone and explained that as the Chair was unable to attend so as Vice Chair they would be taking the meeting.	
<u>2.0</u>	<u>Minutes of the Meeting and Matters Arising</u>	
	Point 1 –Linda Kerry was missed off the minutes.	SOC
	Point 2 –LM brought up the fact that the issue of food was raised again. An agreement was reached that Biscuits and Crisps would be provide for the meetings and that AT and SS will set up for the meeting putting out refreshments. SOC clarified that if someone is attending two consecutive meetings food would be provided for the individual or if they were involved for 4 hours or more during the day.	AT/SS
<u>3.0</u>	<u>Sally Heywood & Mark Sheldon</u>	
	<u>(Shaping the Repairs Service to suit the needs of Disabled Customers)</u>	
	There was a presentation given by Sally Heywood and Mark Sheldon on Compliments, Comments and Complaints (3C's) year end summary 2008/2009.	
	VS asked if there are any guide lines as to how long a person is left waiting on the phone.	
	MS responded that most people are happy to wait 30 seconds. A phone should not ring more than 6 times or 20 seconds before it is answered.	All to note
	It was explained that the 3C's was set up in 2007 and the 3 stages are;	
	Stage 1. The complaint should be initially dealt with by front line officers.	
	Stage 2. If not satisfied then it is passed to the Service Manager	
	Stage 3. If the response is still not sufficient it is passed to the Head of Service the Assistant Director and is looked at by an independent panel.	
	SH informed the group that there is a change in the way complaints can be	

made it used to be that they could only be made in writing, now any complaint whether over the phone, by fax or e-mail or verbally at a customer service desk will be logged.

All to note

At present they are looking at the process of how they contact customers and when this is resolved they will feedback to Homes 4 Us. SH also stated that there is no difference made between a formal and informal complaint.

MS stated that the main priorities for NCH over the next year are to have a single service centre.

It is also important that NCH get all profiling information but need the customer's permission to keep those details.

Q. What if a person doesn't want NCH to have their profile.

A. MS this is a real issue we are trying to work with customers to try and address this.

SS reported that as a Tenant Services Inspector and as a Tenant they have found that there have been improvements in the repairs Call Centre.

MS asked for suggestion as to how people with disabilities can be identified.

Response; Link in with the lettings officers to identify vulnerable tenants.

There was a discussion as to what happens with some disabled tenants when they request a repair, although they call centre is informed the operative who attends does not always know. SH responded by telling the forum that they call centre are not responsible for the operatives they only log the call and make sure that the repair is prioritised correctly.

4.0

Action/Forward Planning

Deferred due to time constraints

5.0

Final Decision on the Leaflet

It was decided to go ahead with the leaflet that had the wording re written so it was not one long sentence and not to break it up into bullet points.

6.0

Any Other Business

To end the meeting it was decide to look at Homes 4 Us achievements;

- At this meeting the forum consulted with Repairs and the Call Centre to advise how they can further access Vulnerable People.
- JG not only this but informed them about the needs of vulnerable tenants and about peoples hidden disabilities and vulnerabilities.
- Agreed a way forward as a forum
- Approved a new Hoes 4 Us leaflet
- Decided to campaign for hidden disabilities.

All to note

7.0

Date and Time of the next Meeting

Monday 14th December 2009

12.00 to 2.00 p.m.

Tenant and Leaseholder Resource Centre