

# Minutes

## Minutes of Tenancy and Estate Management Forum Meeting held on Tuesday 17<sup>th</sup> June 2009, 5.30pm

### PRESENT:

Ennis Peck (Chair) - EP	Tenant	Phil England (Vice Chair) - PE	Tenant
Peter Gibson - PG	Tenant	Kim De Vergori - KDV	NCH
Lilian Bird - LB	Tenant	Sue Taylor - ST	NCH
Jean England - JE	Tenant	Maria Hemphill - MH	Tenant
Andrew Filer (mins) - AF	NCH	Phil Saunders - PS	NCH
John Riley - JR	Tenant	Elisabeth Tiso - ET	Tenant

### **1.0** Apologies

Sheila Thwaites, Frank Griffiths, Nick Hemphill, Ann Gardner

### **2.0** Minutes and matters arising from previous meeting

**2.1** The minutes were agreed as a true record of the meeting.

### **2.2** Item 2.2 – Tenant & Leaseholder Resource Centre

All furniture is now present. There are a few IT issues that are currently being resolved. Still awaiting a drinks machine. Hearing loop is being fitted on 16<sup>th</sup> July. The next steering group meeting is on 9<sup>th</sup> July to look at risk assessing the area, and setting out legal paperwork.

### **2.3** Item 2.5 – Hounds Gate CCTV Cameras

The decision on the future of the business reception is part of the accommodation strategy, which is still ongoing. The CCTV cameras are included in this, and so an update cannot be provided until this strategy is rolled out. The Forum agreed to defer action as are satisfied this is part of the accommodation strategy. ST to feedback at next meeting.

### **2.4** Item 3.4 – Voids

Rubbish is still being left by NCH / Contractors in gardens of void properties after work has been completed. Darrell Smith (Voids Contract Manager) and Gary Whitaker (Head of Service Repairs & Maintenance) are now going out regularly to post inspect 100% of void properties. A firm line will be taken if any breaches of standard or procedures are found. KDV will feedback at next meeting.

### **ACTION**

**ST**

**KDV**

- 2.5** Item 3.8 – Voids  
ST will cover this in agenda item 6.
- 2.6** Item 3.2 – Performance reports  
It was confirmed by the Forum that a 1 page visual summary of performance is adequate with a disclaimer that the full report can be made available on request.
- 2.7** Item 3.4 – VMS Surveys  
PS is presenting this in agenda item 4.
- 2.8** Item 4.2 – Rent cards  
Richard Holland has looked in to this, and Guildhall address needs to be on them due to NCC being the official landlords.
- 2.9** Item 4.3 – NCH home insurance  
This is still work in progress with Ben Chilvers. Feedback will be brought to the Forum when an update is available.
- 2.10** Item 4.4 – Joint debt working protocol  
Through consultation with partners, a protocol has been set allowing time for tenants and leaseholders to deal with debt issues. This forms part of the Rents Manual that all rent staff follow.
- 2.11** Item 5.2 – NCH Violent Persons Alert  
This is currently work in progress with Ian Rabett (Head of Health & Safety). A pilot scheme is being used with property services and HPMs using text messages. A report will be brought to a future Forum meeting when the pilot has finished.
- 2.12** Item 5.3 – First intervention  
A new performance report is currently being devised showing resolution on first intervention. This will be brought to the Anti-Social Behaviour Scrutiny Group and this Forum when it has been completed.
- 2.13** Item 6.2 – Comments on rent statements  
This is on the forward plan for the Tenants Rents Panel.
- 2.14** Item 6.4 – New delegate for the Tenant Rents Panel  
Robert Morrell has now been put on to the mailing list .
- 2.15** Item 7.2 – Allocations Customer Focus Group  
This group is not selective. Anyone is welcome. A list of future dates is included with these minutes. Elaine Crofts (Homelink Manager) coordinates these meetings.
- 2.16** Item 7.3 – Allocation figures  
KDV was unsure of the context of this action. It was agreed to defer this until the next meeting to allow Kevin Butt to clarify.
- 2.17** Item 8.1 – Plea for NCH News articles  
No article ideas have been passed to AF yet. There will be articles over the next few issues that highlight the different forums, panels and other involvement opportunities.
- 2.18** Item 8.2 – Gas Safe accreditation  
An update on this was included with the minutes
- 2.19** Item 8.3 – Get Involved Week  
NCH will have a stall at Nottingham PRIDE, Riverside Festival, Parklife events and market stalls across the week. We are also hoping to hold a ‘fun day’ on the Forest Recreational Park on Monday 27<sup>th</sup> (to be confirmed).

BC

IR

### **3.0 Matters arising**

- 3.1 PG raised an issue with regard to Hackney Carriage taxis parking on double yellow lines around the city, and also doing u-turns in the road, thus causing a danger to pedestrians. EP advised not an issue the TEM would normally deal with, however, KDV offered to take it forward with the taxi licensing section and Richard Antcliff (Chief ASB Officer).

### **4.0 Vision Management (VMS)**

- 4.1 PS presented on this item, and advised that VMS is a survey sent out by NCH to get a 'real-time' perception of the services of NCH, as it is sent out to customers after a service has been used (the full presentation is included with these minutes). As opposed to the STATUS survey which is sent out annually.
- 4.2 VMS is used to tackle the proportion of people who are dissatisfied with the service they received, so is used as a tool to help improve services. Actions for officers are raised if feedback on the surveys is below standard, so they will also help to improve customer satisfaction.
- 4.3 APSE on slide 6 stands for the Association of Public Service Excellence.
- 4.4 Improvement Teams mentioned on slide 8 get together to look at sharing best practice ideas to help improve performance consistently across the company.
- 4.5 PE raised the question whether there was space for further comment on the surveys rather than just scoring the service out of ten. PS replied that people had a section to write further comments, and any negative comments automatically produced a rectification notice for the officers to action.
- 4.6 The report from each survey gives the full information, but also has a feedback graph which is a quick visual tool so comparisons can easily be made when comparing monthly / annual scores to see if there are any trends to the results.
- 4.7 EP enquired that if things aren't rectified by the officer, what escalation policy was there? PS advised that he relies on officers to act on any issues raised, with a reasonable timescale being given, but any issues not resolved would be escalated to ST / KDV, as they are ultimately accountable to tenants and leaseholders. ST / KDV also advised that all VMS reports go to the Performance Executive Management Team to look at.
- 4.8 PS advised that the Business Improvement Team also audit the processes and procedures of services following feedback they get from VMS, and will recommend any amendments as necessary.

### **5.0 Social Landlord Crime & Nuisance Group (SLCNG)**

- 5.1 KDV presented this item for information. Due to the findings in the recent Audit Commission report where tackling anti-social behaviour was seen as a strength of NCH, the SLCNG has asked if NCH (and 4 other housing organisations) would like to take part in a pilot to

apply for SLCNG ASB accreditation to show the good work that is being done.

- 5.2 A report is being looked at by the Executive Management Team to get approval for this, but KDV wanted the TEM Forum to be aware of the possibility.
- 5.3 There is a very short timescale to complete the work for this, with a self-assessment document being requested, followed by a reality-check visit by inspectors and tenant representatives from other pilot organisations two weeks later.
- 5.4 It is a large commitment to make as NCH need to evidence, or have an action plan to cover 90 'building blocks' in order to achieve the accreditation.
- 5.5 The ASB Scrutiny Group are examining this at their next meeting on Friday 26<sup>th</sup> June.

## **6.0 Performance updates**

- 6.1 ST and KDV reported on this item.
- 6.2 Rents – NCH are now in the top quartile for income management (third best in the country), with prevention and early intervention being key priorities. This has resulted in NCH getting a good reputation for rent collection on a national level, and other housing organisations contacting us to share best practice.
- 6.3 Voids – There are still issues with the voids process, but this is a key priority for 2009/10. There are lots of improvements planned, and the average re-let time for May was the lowest it has ever been. New tenant satisfaction levels are still only at 7.5 (from VMS scores), but the work that is being implemented should improve this.
- 6.4 Homelink – The time taken to register new applicants is now under target, and it now only takes 4 days to register and application, with no waiting list. There are still issues with the supply and demand for certain property types. Analysis work is currently being done on refusal reasons and the number of offers taken to let properties to see if further work can be done to alleviate these issues.
- 6.5 Tenant Involvement – There are no performance indicators currently in place, but now a new manager is in post, this is being looked in to. They will be brought to a future meeting when completed.
- 6.6 JR raised the question whether Tenant services Inspectors could be used more to help issues. ST advise this was already part of the action plan, and NCH have also recruited new more qualified void inspectors to work with them.
- 6.7 MH queried the fact that some void properties are being advertised for a particular band, but let to another? ST replied that if there are no bids from the advertised band, offers are made other bands in priority order.
- 6.8 Response to complaints – This is a company wide target, and is slightly out of target of 5 days. A system of offices 'buddying up' is now being used to share best practice and to help improve performance.
- 6.9 Percentage of enquiries responded – This is slightly below the target, but has still shown improvement, but is good.
- 6.10 Response to members – This is also slightly below target, but has seen a dramatic improvement over the last 18 months.

## **7.0 Estate inspection programme**

7.1 KDV presented this item for information. A copy of the full 12 month programme was handed out (a copy of this is included with these minutes). KDV re-iterated that everyone is welcome to join in on an estate inspection.

7.2 KDV also advised that this information would be put on to the website for information.

**KDV**

## **8.0 Any other business**

8.1 EP re-iterated that the issue raised about Hackney Carriage taxis by PG will be referred to the licensing officer at NCC.

8.2 PE & EP raised concern in respect of a mutual exchange which has been publicised in a recent edition of the Nottingham Evening Post. They requested regular updates so show that no issues would be hidden. KDV stated it would be inappropriate to discuss further at this time as it is an ongoing investigation, but reassured would update the group once the outcome / findings were known.

## **9.0 Date of Next Meeting:**

**Time: 5.30pm, Tuesday 11<sup>th</sup> August 2009**  
**Location: Boardroom, 14 Hounds Gate.**